

# Colorado

Last updated: 10/25/22

Covered utilities: These policies pertain to electricity customers who receive their service from an investor-owned utility, municipal utility, or an electric cooperative in the State of Colorado.

4 CCR 723-3:3000 and C.R.S.A. § 40-1-103

## Weather Protections

Customers may not be disconnected from their utility service when the forecasted temperature falls below 32 degrees F or increases above 95 degrees F any time in the next 24-hour period where utility personnel will not be able to restore service.

4 CCR 723-3: 3407

## Medical Protections

Disconnections will be delayed for up to 90 days if service discontinuance will aggravate an existing medical emergency or create a medical emergency for the customer or a permanent resident of the customer's household. Medical certificates may be issued by a Colorado-licensed physician, health care practitioner acting under a physician's authority, or health care practitioner licensed to prescribe and treat patients.

4 CCR 723-3:3407

## Other Customer Protections

There are no specific protections for households with children, elderly residents, individuals with disabilities, or military personnel.

## General Exemptions

Customers and utilities cannot request an exemption from the rules for reasons of hardship. Some cooperatives are allowed to vote to exempt themselves from commission regulation under C.R.S.A. § 40-1-103.

4 CCR 723-3:3000 and C.R.S.A. § 40-1-103

## Notification Requirements

Written notification of at least 12 days is required from a utility before a customer may be disconnected. In-person or telephone notifications is required, but a utility is not required to

delay a disconnection if it is unable to reach a customer by a telephone call or an in-person visit.

4 CCR 723-3: 3408

#### Payment Information, Delinquency, and Fee Information

Customers have 15 days to pay their bills. Bills will be considered past-due on the 31<sup>st</sup> day after the listed due date on the original bill.

There is a minimum arrearage of \$50 before a utility may disconnect a customer.

Customer may be charged fees associated with a disconnection or a reconnection that must not be higher than the cost of the original utility bill.

Utilities may provide customers with payment plans.

4 CCR 723-3: 3401; 4 CCR 723-3: 3404; 4 CCR 723-3:3407

#### Landlords and Tenants

Tenants will receive a 30-day notice before a disconnection may take place.

4 CCR 723-3: 3408

#### Availability of Protection Policies

Utilities and public utility commission are required to provide information on available sources of financial assistance. Customers must also be notified of their legal protections with their disconnection notice.

On the utility provider's website, a copy of the customer's rights related to service disconnection must be available, including medical and weather-based protections, timing restrictions on service disconnection, and options and hours to contact the utility for support relating to service disconnection.

4 CCR 723-3: 3407