

Suggested citation if referencing the below information: Sanya Carley and David Konisky, 2023, “Utility Disconnections Dashboard,” Energy Justice Lab.



## **West Virginia**

Last updated: October 9, 2023

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

W. Va. CSR 150-3-2 2.2.1.; W. Va. CSR 150-3-2 2.3.2.

### Weather Protections

Customers may not be disconnected from their utility service when the forecasted temperature falls below 32 degrees F on the same calendar day. There are no similar protections that limit disconnections during times of hot weather.

W. Va. CSR 150-3-4 4.8.1.; W. Va. CSR 150-3-4 4.8.2.

### Medical Protections

There are no specific protections for customers with medical conditions. Utility providers are required to make additional attempts to notify customers with medical conditions before a disconnection can take place.

W. Va. CSR 150-3-4 4.8.1.; W. Va. CSR 150-3-4 4.8.2.

### 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 can request an exemption from the rules for reasons of hardship.

W. Va. CSR 150-3-4 4.8.5.

### Notification Requirements

Written notification of at least 10 days is required from a utility before a customer may be disconnected. In-person or telephone notifications are not required, and a utility is not required

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

W. Va. CSR 150-3-4 4.8.2.; W. Va. CSR 150-3-4 4.8.1.

### Payment Information, Delinquency, and Fee Information

Customers have 30 days to pay their bills before they become past-due.

There are no minimum arrearages before a utility may disconnect a customer.

Customer may be charged fees associated with a disconnection or a reconnection.

Utilities may provide customers with payment plans.

W. Va. CSR 150-3-4 4.8.1.; W. Va. CSR 150-3-4 4.8.2.

### Landlords and Tenants

When the landlord of a housing unit is the account holder, tenants must receive 5 days of notice before service is terminated.

W. Va. CSR 150-3-4.8.2.

### Availability of Protection Policies

Utilities and public utility commissions are required to provide information on available sources of financial assistance. In addition, utilities will send customers information on how to avoid termination of service with their disconnection notices.

W. Va. CSR 150-3-4 4.8.2.; P.S.C. W. VA. FORM No. 14-E