

## **Kansas**

Last updated: 11/2/22

Covered utilities: These policies pertain to electricity customers who receive their service from an investor-owned utility in the State of Kansas. Customers that receive service from a municipal utility or an electric cooperative are not covered by these policies.

K.S.A. 66-101; K.S.A. 66-101a; K.S.A. 66-104; K.S.A. 66-104f; KSA 66-104b; KSA 66-104c

### Weather Protections

Customers may not be disconnected from their utility service when the forecasted temperature falls below 35 degrees F in the next 48 hours between November 1<sup>st</sup> through March 31<sup>st</sup> each year. There are no similar protections that limit disconnections during times of hot weather.

Section 5 of the Kansas Corporation Commission: Electric, Natural Gas and Water Billing Standards

### Medical Protections

There are no specific protections for customers with medical conditions.

Customers may notify their utility providers of medical conditions that may worsen due to termination of service. There is no need of notification or certification from a medical professional. The utility shall then either allow for payment in installments, or they may postpone disconnection for at least 21 days so the customer can make arrangements for reasonable installment payments. Customers must show an inability to pay their bills. In deciding whether disconnection will be dangerous to health, consideration must be given to the weather, age, disabilities, and medical conditions of all residents in the home.

Section 4, Part D of the Kansas Corporation Commission: Electric, Natural Gas and Water Billing Standards

### Other Customer Protections

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

### General Exemptions

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

Section 6 of the Kansas Corporation Commission: Electric, Natural Gas and Water Billing Standards

### Notification Requirements

Written notification of at least 10 days is required from a utility before a customer may be disconnected. In-person notifications are not required, but utilities should make the attempt to notify customers by telephone. In addition, 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.

Section 4, Part E of the Kansas Corporation Commission: Electric, Natural Gas and Water Billing Standards

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

The time period for customers to pay their bill is not specified.

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.

Section 2, Part E of the Kansas Corporation Commission: Electric, Natural Gas and Water Billing Standards

#### Landlords and Tenants

When the landlord of a housing unit is the account holder, tenants only receive 5 days of notice before a disconnection.

Section 4, Part E of the Kansas Corporation Commission: Electric, Natural Gas and Water Billing Standards

#### Availability of Protection Policies

Utilities and public utility commissions are required to provide information on available sources of financial assistance. In addition, disconnection notices will include information on available protections. Each year, at least 30 days before the Cold Weather Period (Nov.1 – March 31), the utility will send out information on the Cold Weather Rule to all customers.

Section 4, Part F of the Kansas Corporation Commission: Electric, Natural Gas and Water Billing Standards; Section 5, Part D of the Kansas Corporation Commission: Electric, Natural Gas and Water Billing Standards