

# Wyoming

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

WY Rules and Regulations 023.0002.1 § 3; Wyo. Stat. Ann. § 37-1-101

## Weather Protections

Customers may not be disconnected from their utility service from December 24<sup>th</sup> through January 2<sup>nd</sup> when the forecasted temperature falls below 32 degrees F in the impending 48-hour period. There are no similar protections that limit disconnections during times of hot weather.

WY Rules and Regulations 023.0002.3 § 9

## Medical Protections

Disconnections will be delayed for up to 15 days if termination of service would seriously endanger the health and safety of a customer with a medical condition. Medical certificates can be issued by a health care provider.

WY Rules and Regulations 023.0002.3 § 9

## 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.

## Notification Requirements

In-person, written, or telephone notification of at least 7 days is required from a utility before a customer may be disconnected. 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.

WY Rules and Regulations 023.0002.3 § 9

## 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.

WY Rules and Regulations 023.0002.3 § 9; WY Rules and Regulations 023.0002.3 § 19

### Landlords and Tenants

No specific protections for tenants when the landlord of a housing unit is the account holder.

### Availability of Protection Policies

Utilities and public utility commissions are required to provide information on available sources of financial assistance. In addition, utilities are required to give notice about medical protections offered to all customers in their disconnection notices.

WY Rules and Regulations 023.0002.3 § 9