

1 AN ACT relating to public utilities.

2 *Be it enacted by the General Assembly of the Commonwealth of Kentucky:*

3 ➔SECTION 1. A NEW SECTION OF KRS CHAPTER 278 IS CREATED TO
4 READ AS FOLLOWS:

5 *(1) For the purposes of this section, "utility" has the same meaning as in KRS*
6 *278.010(3)(a) and (b).*

7 *(2) A utility shall not disconnect or suspend residential service to a residential*
8 *customer's residence:*

9 *(a) On a day between December 1 and March 31 when the National Weather*
10 *Service forecasts that a temperature of thirty-two (32) degrees Fahrenheit*
11 *or lower will occur at any time during the following seventy-two (72) hour*
12 *period;*

13 *(b) On a day between June 1 and August 31 when the National Weather*
14 *Service forecasts that a temperature of ninety-five (95) degrees Fahrenheit*
15 *or greater will occur at any time during the following seventy-two (72) hour*
16 *period; or*

17 *(c) For a period of thirty (30) days following the receipt of a certificate of need*
18 *from a physician, physician's assistant, community-based service program,*
19 *or faith-based service program certifying that disconnection of service*
20 *would threaten the health and safety of the customer or the occupants of the*
21 *customer's household.*

22 *(3) Disconnection of service shall occur only between the hours of 8 a.m. and 5 p.m.*
23 *on weekdays and shall not be authorized on weekends or a state or federal*
24 *holiday.*

25 *(4) If a residential customer makes a payment of not less than ten percent (10%) of*
26 *the accrued balance of the bill or two hundred dollars (\$200), whichever is less,*
27 *and has entered into a payment plan, service to the household shall not be*

1 terminated. Late fees shall be waived for service termination that has been
2 suspended due to a certificate of need.

3 (5) If a customer who has already been disconnected makes payment of not less than
4 ten percent (10%) of the accrued balance of the bill or two hundred dollars
5 (\$200), whichever is less, and enters into a payment plan for the remaining
6 balance, the utility shall make reasonable effort to restore service on the same
7 day as payment is made but not more than twenty-four (24) hours after the
8 customer's payment. Reconnection fees shall be waived for a service termination
9 made for a customer that has a hardship reconnection order in accordance with
10 subsection (7) of this section.

11 (6) A utility shall give separate final written notice, not less than fourteen (14) days
12 prior to any proposed utility disconnection of service, to a customer's residential
13 household. The notice shall:

14 (a) Be sent separately from the regular billing notice;

15 (b) Be printed on colored paper or cardstock that makes the notice easily
16 distinguishable from the utility's regular billing;

17 (c) Have the words "FINAL NOTICE OF SERVICE TERMINATION"
18 printed in boldface type using a font size not less than twenty-four (24)
19 points;

20 (d) Include a toll-free number where a utility representative can provide
21 additional information about the disconnection, including how to:

22 1. Obtain a certificate of need or a hardship reconnection order;

23 2. Make a payment or set up a payment plan;

24 3. File for energy cost assistance from community-based or faith-based
25 services;

26 4. Dispute a bill; and

27 5. Provide any other information that the commission deems necessary.

- 1 (7) A hardship reconnection order shall be granted to the customer requiring the
2 reestablishment of service on the same day as requested on the application for the
3 order, a waiver of reconnection fees, and preservation of a previous security
4 deposit, if the customer:
5 (a) Had service terminated after the thirty (30) day suspension elapsed as
6 provided under subsection (2)(c) of this section; and
7 (b) Paid ten percent (10%) of the accrued balance of the bill or two hundred
8 dollars (\$200), whichever is less, and entered into a payment plan for the
9 remaining balance.
10 (8) The commission shall issue an order setting forth any applicable rules and
11 procedures regarding disconnection, certificates of need, hardship reconnection
12 orders, and any other matters required to implement this section.