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NATIONAL ENERGY & UTILITY AFFORDABILITY COALITION



Utility Disconnections and Delinquencies: Tracking the Need

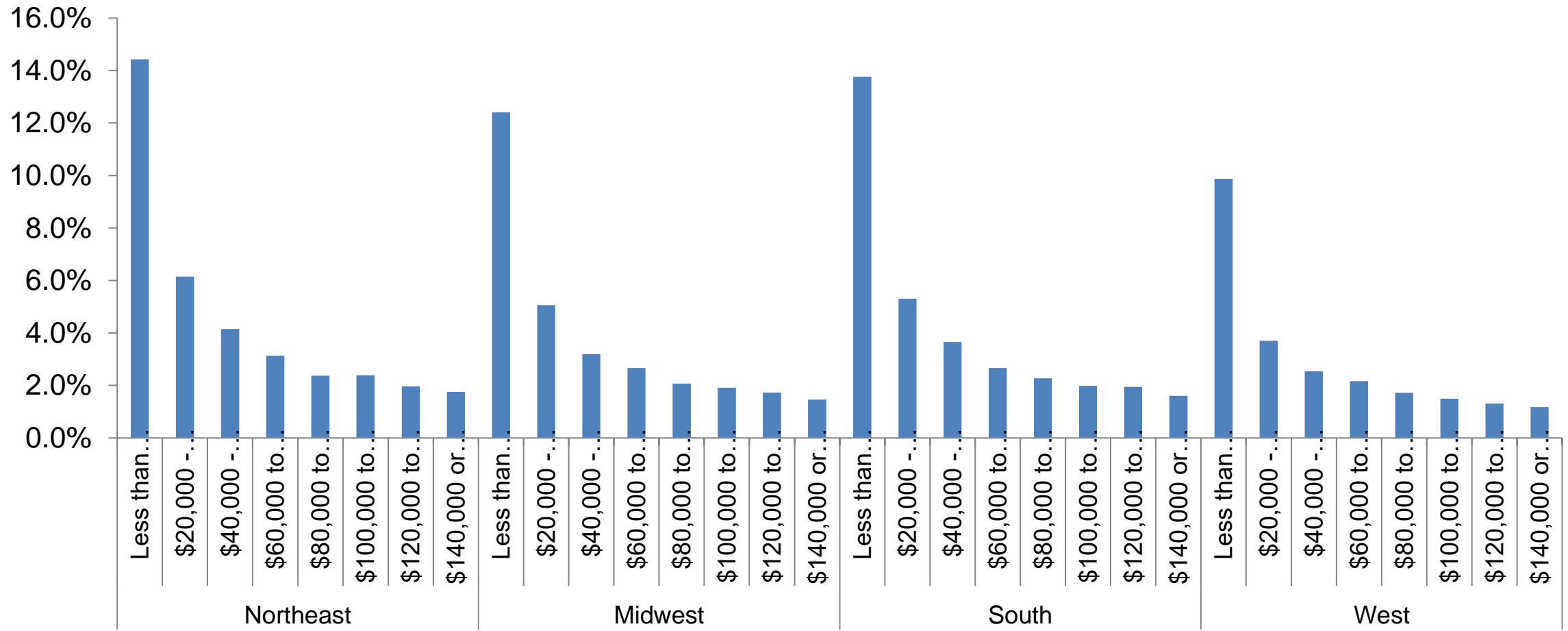
John Howat

National Consumer Law Center

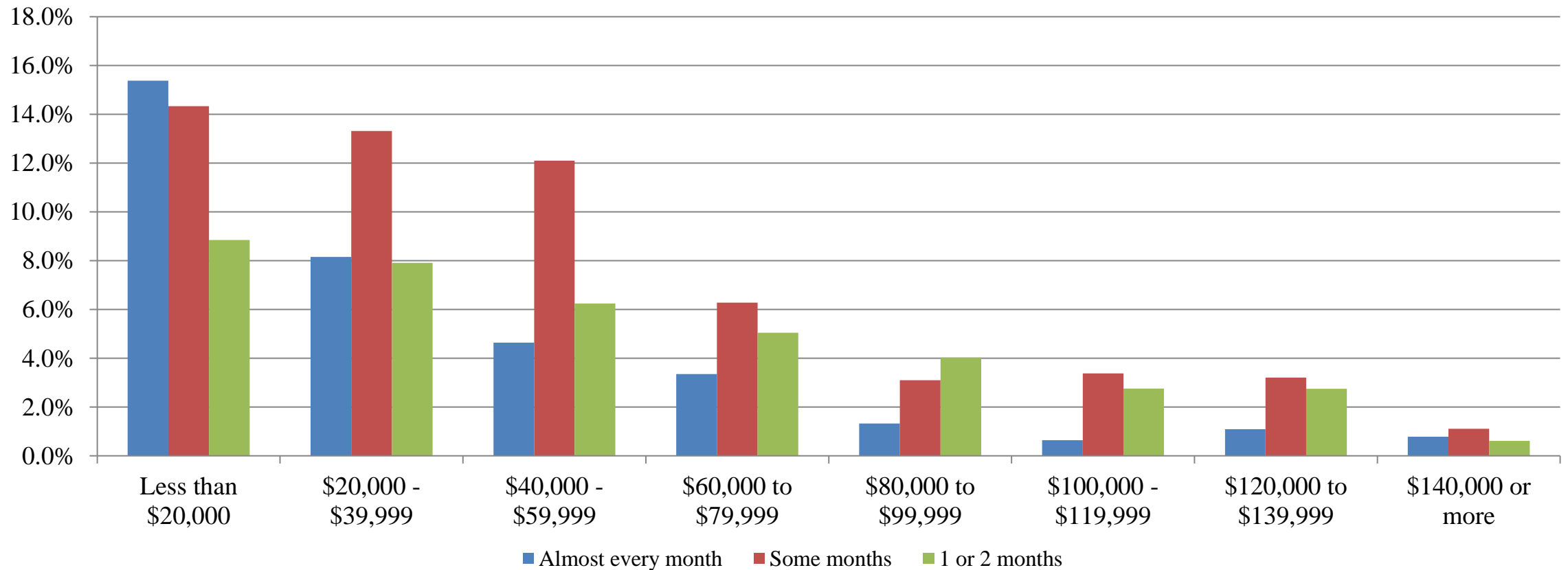
Objectives of Collecting and Reporting Comprehensive, Time-series Credit and Collections Data

- Opening assumption: home energy/utility service essential – necessity of life
 - Ramifications of loss of service
 - Equity concerns – home energy costs and benefits regressively distributed
- Track the home energy security of general residential customers, low-income customers, and others particularly susceptible to harm from loss of service
- Gauge the effectiveness of programs and policies intended to enhance affordability and ensure high levels of home energy security
- Gauge the effectiveness of credit and collection policies and protocols
- Informed, effective public policy and regulatory decision-making is dependent on reliable, comprehensive time-series data

Median 2015 Home Energy Burdens by Income Category and Census Region



Frequency of Reducing or Forgoing Basic Necessities Due to Home Energy Bill by Household Income Category - U.S.



Credit and Collection Data Points – **Both** General Residential and Identified Low-Income **By Zip Code**

- Number of residential accounts
- Total billed and receipts amounts
- Number and dollar value of late payment fees
- Number and dollar value of unpaid accounts 60-90 days after issuance of a bill
- Number and dollar value of unpaid accounts 90+ days after issuance of a bill
- Number and duration of new payment agreements
- Number of accounts sent notice of disconnection for non-payment, and number of service
- Number of disconnections for non-payment
- Number of service restorations after disconnection for non-payment
- Number of customers completing an extended payment plan
- Average duration of service disconnection for restored accounts
- Number and dollar value of accounts written off as uncollectible and sent to collections

Problems with some existing state data collection/reporting protocols

- Incomplete set of data points
- Combined electric and gas utility reporting
- Lack of public access
- Frequency of reporting fails to capture seasonal variations
- No disaggregation of low-income
- No reporting of total accounts
- No geographic granularity
- Reporting format not conducive to analysis

Some Examples for Discussion

- Iowa
- Pennsylvania
- California
- Illinois
- Massachusetts
- North Carolina
- Indiana
- NASUCA/NARUC Resolution

Continuing the Learning

[NCLC Issue Brief](#)

[NARUC/NASUCA Resolution](#)

[CA Reporting Template \(SCE\)](#)

[PA Credit and Collections Report](#)

[IA Moratorium Report Spreadsheet](#)

John Howat - jhowat@nclc.org

