### Summary of Legislation

The bill imposes various requirements on public utilities and the Public Utilities Commission (PUC) in the Department of Regulatory Agencies (DORA) related to information reporting, billing, and customer interactions.

**Medical exemption from tiered electricity rates.** The bill directs the PUC to require utilities under its authority to report on the number of the utility’s customers that receive the medical exemption from tiered electricity rates, and to describe the efforts the utilities have undertaken to enroll qualified individuals into the program on a periodic reporting basis beginning September 1, 2020. In addition, the bill increases the maximum allowable income that the PUC may use to means test the exemption from 250 to 450 percent of the federal poverty level.

**Disconnecting electric or gas service.** The PUC is directed to open a proceeding to adopt standard practices for electric and gas utilities to use when disconnecting service due to nonpayment by September 1, 2020. Among other requirements outlined in the bill, the rules must address the following subjects:

- resources to support customers in multiple languages, as appropriate;
- limiting shut-off times such that customers can attempt to reconnect on the same day;
- terms and conditions for payment plans to cure delinquency and standardized methodology for determining reconnection fees and practices;
- referral of delinquent customers to energy-assistance programs;
- protections for customers for whom electricity is medically necessary;
prohibiting disconnection of service during periods of extreme heat or cold;
prohibiting disconnection of service for nonpayment remotely, without a reasonable attempt to make contact via telephone or a personal, physical visit to the premises; and
reporting information concerning disconnections and delinquencies.

Billing methodology changes. Beginning September 1, 2020, for rates resulting from a rate design change approved by the PUC, the PUC must require mechanisms to ensure that a utility’s change in rate design results in a revenue-neutral outcome. Rate designs that disproportionately impact low-income residential customers are presumed to be contrary to the public interest.

Reporting to the PUC. The bill requires that reports submitted to the PUC by public utilities be made under oath or affirmation. It further requires that every public utility that reports information on disconnections and delinquencies also file an annual report analyzing trends or inconsistencies in the data.

State Expenditures

In FY 2020-21, the bill increases workload in DORA to conduct rulemaking proceedings concerning disconnections, apply new requirements to future billing methodology changes, and modify various reporting requirements. This workload can be completed in the normal course of PUC business without the need for additional appropriations.

State Appropriations

The bill currently includes an appropriation of $16,545 to DORA in FY 2020-21. The fiscal note estimates that this appropriation is no longer required.

Effective Date

The bill takes effect August 5, 2020, if the General Assembly adjourns on May 6, 2020, as scheduled, and no referendum petition is filed.

State and Local Government Contacts

Regulatory Agencies

The revenue and expenditure impacts in this fiscal note represent changes from current law under the bill for each fiscal year. For additional information about fiscal notes, please visit: leg.colorado.gov/fiscalnotes.