



National
Consumer Law
Center
*Fighting Together
for Economic Justice*

PROTECTING SERIOUSLY ILL CONSUMERS FROM UTILITY DISCONNECTIONS

<http://bit.ly/ill-consumer-utility>

WHAT STATES CAN DO TO SAVE LIVES NOW

APPENDIX B

STATES THAT ALLOW PHONE CALL FOLLOWED BY WRITTEN CERTIFICATION

States that allow a phone call followed by written certification to stop termination of electric or gas utility for a household with a seriously ill person

STATE	CITATION	DESCRIPTION
Arkansas	<i>Ark. Admin. Code</i> § 126.03.2-6.17(B).	Initial phone or letter; written certification within 7 days.
Connecticut	<i>Conn. Agencies Regs.</i> § 16-3-100(e).	Initial notice can be by phone; written certification within 7 days.
Georgia	<i>Ga. Comp. R. & Regs.</i> 515-3-2.03, 515-3.03.	Initial notice can be oral or written from customer, followed by written certification within 10 days.
Massachusetts	<i>220 Mass. Code. Regs.</i> § 25.03(2).	Initial notice from listed medical professionals may be by phone; certification form must be returned to the utility within 7 days.
Minnesota	<i>Minn. Stat.</i> § 216B.098 subdiv.5.	Initial phone certification followed by written certification within 5 days.
Nebraska	<i>Neb. Rev. Stat.</i> § 70-60691)(g).	Initial notice followed by written certificate within 5 days.
New York	<i>N.Y. Comp. Codes R. & Regs. tit. 16,</i> § 11.5(a)(3).	May be initiated by phone call followed by written certification within 5 business days.
Oregon	<i>Or. Admin. R.</i> 860-021-0410.	Initial certification may be oral if followed by written certification within 14 days.
Virginia	<i>20 Va. Admin. Code</i> § 5-330-40 (electric).	Customer can initiate protection by notifying utility, but written certification is provided within 10 days.
Washington	<i>Wash. Admin. Code</i> 480-100-128 (electric), 480-90-128 (gas).	Verbal notification of a medical emergency can stop a termination for 5 days so a written certification can be submitted.