Consumer Protection & Regulatory Issues

Low-income households need stronger consumer protections and regulatory policies to prevent service terminations and other threats to affordable and continuous utility services.

Administrative & Regulatory Outcomes

- **2013 DPH memo on Submetering of Electric and Gas**, Sept. 5, 2013
- **Model Program Helps Older Adults Avoid Utility Liens on Their Homes**, December 2012
- **California Adopts Order to Reduce Utility Disconnections of Vulnerable Households**, April 2012
- **Order**: Vermont Public Service Board Approval of a New Low Income Electric Bill Assistance Program under the Administrative and Regulatory Outcomes, July 22, 2011
- **Model Settlement** Protects Vulnerable Consumers from Utility Disconnections, Dec. 27, 2010

Policy Briefs, Reports & Press Releases

- **Fact Sheet**: What States Can Do to Help Consumers: Energy Insecurity, January 2020
- **Issue brief**: Model Utility Consumer Protections When Natural Disasters Strike, August 2018
- **Report**: Helping Low-Income Utility Customers Manage Overdue Bills through Arrearage Management Programs (AMP), September 2013
- **Report**: Rethinking Prepaid Utility Service: Customers at Risk, June 2012
- **Full Utility Credit Reporting**
  - **Issue Brief** Full Utility Credit Reporting: Risks to Low Income Consumers, July 2012
  - **Presentation** to National Association of Regulatory Utility Commissions, June 2010
- **Press Release**: Increased Utility Debt Threatens Universal Access to Utility

Policy Analysis

- **Group letter to the ACEEE rejecting characterization of prepaid utility service as an energy efficiency program**, March 22, 2017
- **Group letter** to the U.S. Senate Energy and Natural Resources Committee in support of the nomination of Ron Binz as Chairman of the Federal Energy Regulatory Commission, July 9, 2013
- **Comments** and **Reply Comments** of the Iowa Bureau of Energy Assistance regarding Prepaid Meters, August 2011
- Using Nontraditional Credit Information: Boon or Bane? Do **Alternative** Credit Scores and
Credit Reports Really Help Low-Income Consumers?, June 2009
• Comments of Massachusetts Energy Directors Association and Low-Income Weatherization and Fuel Assistance Network – Investigation into Expanding Low-income Consumer Protections and Assistance, March 28, 2008

Additional Resources

• NCLC’s Energy and Utility Publications and Resources
• Research Resources Regarding Needs and Impacts Relating to Low Income Utility and Energy Consumers