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

- **Issue Brief**: Innovative State Actions on Residential Utility Bill Payment Protections During Covid-19 & Beyond, September 2020
- **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
- **Report**: 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**

- Presentation: [Advocacy to Manage Low-Income Utility Debt in the Age of Covid-19](#), May 26, 2020
- Presentation: [The Utility Customer Financial Impact of COVID-19: The Need For Flexibility and Reform in Utility Billing, Credit and Collections](#), May 13, 2020
- Presentation: [Disparate Energy Insecurity Impacts: The Need For Racial Justice in Utility Billing, Credit and Collections](#), April 14, 2020
- [NCLC’s Energy and Utility Publications and Resources](#)
- [Research Resources](#) Regarding Needs and Impacts Relating to Low Income Utility and Energy Consumers