



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 C

STATES WITH SAMPLE PROMPT RECONNECTION PROTECTION RULES

STATE	CITATION	DESCRIPTION
Maine	<i>Me. Admin. Code 65-407 ch.815, § 11(D).</i>	Reconnection of service: When a utility is required to reconnect service under this section, the utility shall attempt to provide service on the day it receives the certification. In any case, service must be provided by 5:00 p.m. of the next day.
Pennsylvania	<i>52 Pa. Code § 56.115.</i>	When service is required to be restored under this section and §§ 56.114, 56.116 to-56.118, and 56.191, the public utility shall make a diligent effort to have service restored on the day of receipt of the medical certification. In any case, service shall be reconnected within 24 hours. Each public utility shall have employees available or on call to restore service in emergencies.
Rhode Island	<i>810 R.I. Code R. pts. 10-00-1.4(H),10-00-1.17(A).</i>	In those instances where a Protected Status Customer has his or her utility service terminated because he or she and/or the public utility are unaware of that individual's protected status, that individual's utility service shall be restored immediately (10-00-1.4(H)); Restoration of service by Commission Action: The Administrator of the Division of Public Utilities and Carriers has the emergency authority to order immediate restoration of service when necessary to protect the health, welfare, and safety of the residents (10-00- 1.17(A)).
Virginia	<i>20 Va. Admin. Code § 5-330-40(C).</i>	If customer was disconnected within preceding 14 days and serious illness certificate is provided, utility shall promptly reconnect and not require reconnection fees.