



Office of Regulatory Staff
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Columbia, SC 29201
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ORS.SC.GOV

May 13, 2020

VIA ELECTRONIC FILING

Jocelyn G. Boyd, Esquire
Chief Clerk & Administrator
Public Service Commission of South Carolina
101 Executive Center Drive, Suite 100
Columbia, South Carolina 29210

RE: Actions in Response to COVID-19
2020-106-A

Dear Ms. Boyd:

On March 14, 2020, the South Carolina Office of Regulatory Staff (“ORS”) received instruction from Governor McMaster requesting that all regulated utilities and cooperatives suspend disconnection of essential services for nonpayment during the current State of Emergency.

Enclosed, please find further correspondence from Governor McMaster commending the utilities for all their hard work to date through these extraordinarily difficult circumstances including COVID-19 and the unprecedented severe weather outbreak.

Governor McMaster requests that the ORS work with the Public Service Commission of South Carolina (“Commission”) and providers of utility services as they take steps to a return to normal business operations, while continuing to provide flexibility and assistance to customers. To this end, providers of utility services should proceed with developing and implementing plans for phasing in normal business operations, while also working with their customers who need assistance.

Letter – Jocelyn G. Boyd, Esquire
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ORS requests that the utilities keep the Commission, the customers and ORS apprised of all material COVID-19 related updates.

Thank you for your consideration.

Sincerely,

s/Nanette S. Edwards

Nanette S. Edwards

Encl.

cc: All Parties of Record (via e-mail)
David Butler, Esquire (via e-mail)



HENRY McMASTER
GOVERNOR

May 13, 2020

Nanette S. Edwards, Esquire
Executive Director
Office of Regulatory Staff
1401 Main Street, Suite 850
Columbia, South Carolina 29201

Dear Director Edwards:

I write to address two separate but related issues regarding utilities and cooperatives serving the State of South Carolina.

First, I ask that you please extend my sincere appreciation to the hard-working linemen and employees of our State's utilities and cooperatives for their steadfast efforts and dedicated service during these difficult times. In addition to providing essential utility services while navigating the extraordinary circumstances associated with the 2019 Novel Coronavirus ("COVID-19"), many of these same linemen and employees were also tasked with responding to the unprecedented severe weather outbreak that recently impacted our State. Their service to the people of our State is noted and most appreciated.

Second, as you will recall, I wrote to you on March 14, 2020, to ask that the Office of Regulatory Staff ("ORS") communicate and effectuate my request that regulated utilities and cooperatives serving South Carolina not suspend or disconnect essential services for nonpayment during the State of Emergency. It is my understanding that ORS subsequently conveyed my request to the Public Service Commission ("PSC"), as well as to utilities and cooperatives, and that service disconnections by utilities were successfully suspended. I believe these actions were beneficial to the people of South Carolina, and I appreciate the efforts of all involved—regulators and utilities—in thoughtfully considering and promptly responding to my request.

As you are aware, the State is now in the process of safely, strategically, and incrementally reopening businesses and facilitating economic recovery and revitalization, while also simultaneously addressing and mitigating the significant economic and other impacts on individuals, families, and businesses. Consistent with these efforts, I ask that ORS work with the PSC and providers of utility services to take similar steps to allow for a return to normal business

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operations, while continuing to provide flexibility and assistance to customers and ratepayers. Local organizations, such as community action agencies, will play a vital role in this process, and I encourage these entities and the utilities to streamline their administrative processes as much as possible to accommodate individuals and businesses in need of assistance. To this end, please relay my request that providers of utility services proceed with developing and implementing plans for phasing in normal business operations, while also working with their customers and ratepayers who need assistance to refer them to local organizations or arrange payment plans that will avoid or minimize penalties and service interruptions.

Thank you for your continued leadership and consideration of these important issues. As always, if I can be of service or assistance regarding this matter or otherwise, please do not hesitate to call.

Yours very truly,



Henry McMaster