

**PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA
COMMISSION DIRECTIVE**

ADMINISTRATIVE MATTER	<input type="checkbox"/>	DATE	<u>May 14, 2020</u>
MOTOR CARRIER MATTER	<input type="checkbox"/>	DOCKET NO.	<u>2020-106-A</u>
UTILITIES MATTER	<input checked="" type="checkbox"/>	ORDER NO.	<u>2020-374</u>

THIS DIRECTIVE SHALL SERVE AS THE COMMISSION'S ORDER ON THIS ISSUE.

SUBJECT:

[DOCKET NO. 2020-106-A](#) - [Actions in Response to COVID-19](#) - Staff Presents for Commission Consideration the Amendment or Other Action of Commission Order No. 2020-228 Regarding, in part, Suspension of Essential Utility Services for Non-Payment, Late-Payment Charges, Procedures for Termination of Services, Collection of Reconnection Fees, and Other Issues Addressed by Commission Order No. 2020-228.

COMMISSION ACTION:

Commissioners, if you will recall, this Commission voted on March 18 to suspend disconnection of utility services during the COVID-19 State of Emergency. That decision was memorialized in Order No. 2020-228.

On May 13, 2020, the Office of Regulatory Staff ("ORS") filed a letter and with it, ORS provided a letter from Governor Henry McMaster wherein Governor McMaster requested that ORS work with the 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, the Governor, while praising the State's utilities and cooperatives and their employees for efforts and service during these difficult times, also asks providers of utility services to proceed with developing and implementing plans for phasing in normal business operations. The Governor also requests that the utilities work with their customers who need assistance to refer them to local organizations or arrange payment plans that will avoid or minimize penalties and service interruptions.

To those ends, Mr. Chairman, I move that this Commission vacate the waivers of Commission Regulations 103-352, 103-452, 103-735.1, 103-535, and 103-633 regarding termination of service found in Commission Order No. 2020-228, and also vacate the provision of that Order that directs all regulated utilities to suspend disconnection of service during the COVID-19 State of Emergency. However, I also move that vacation of these provisions be made conditional. Governor McMaster has asked that utilities work with their customers who need assistance to refer them to local organizations or arrange payment plans that will avoid or minimize penalties and service interruptions. I move that, prior to termination of any utility service, that, in addition to applying the appropriate Commission Regulations related to termination of service, that the utilities refer any customer needing assistance to local organizations, and/or arrange payment plans that will avoid or minimize penalties and service interruptions. Mr. Chairman, I would point out that this Commission has already taken action on May 7, 2020, through Commission Order No. 2020-344 to allow utilities the flexibility to offer longer deferred payment plans to customers who are unable to pay the full balance due for utility services. Mr. Chairman, I believe the Commission's approval of this Motion will advance the Governor's goals of aiding the utilities in phasing in normal business operations, while continuing this Commission's efforts to assist utility customers at the same time.

Finally, Mr. Chairman, I would like to thank the utilities for their work and actions during the COVID-19 State of Emergency. Their quick response to support and provide the assistance ordered by this Commission is commendable and is appreciated.

PRESIDING: Randall

SESSION: Special

TIME: 12:30 p.m.

	MOTION	YES	NO	OTHER
BELSER	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	voting via videoconference
ERVIN	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	voting via videoconference
HAMILTON	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	voting via videoconference
HOWARD	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	voting via videoconference
RANDALL	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	voting via videoconference
WHITFIELD	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	voting via videoconference
WILLIAMS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>Absent</u> Military Leave

(SEAL)

RECORDED BY: J. Schmieding

