

## 1 VIRGINIA ACTS OF ASSEMBLY — CHAPTER

2 *An Act to amend the Code of Virginia by adding a section numbered 56-249.01, relating to electric utilities;*  
 3 *disconnection reports; State Corporation Commission database; annual summary.*

4 [S 516]

5 Approved

6 **Be it enacted by the General Assembly of Virginia:**7 **1. That the Code of Virginia is amended by adding a section numbered 56-249.01 as follows:**8 **§ 56-249.01. Disconnection reports by electric utilities; Commission database; annual summary.**9 *A. As used in this section, "electric utility" means an investor-owned electric utility or electric cooperative*  
 10 *formed under Article 1 of Chapter 9.1 (§ 56-231.15 et seq.).*11 *B. Each electric utility operating in the Commonwealth shall provide a monthly report on residential*  
 12 *account disconnections to the Commission. Such report shall include the following information with totals*  
 13 *based on the last day of the month:*14 *1. The total number of residential accounts served by the electric utility;*15 *2. The total number and percentage of residential accounts involuntarily disconnected due to*  
 16 *nonpayment;*17 *3. The number of residential accounts involuntarily disconnected due to nonpayment within each 5-digit*  
 18 *ZIP code, unless the utility is exempted by the Commission from providing such information in the report to*  
 19 *protect customer privacy;*20 *4. The number of residential accounts involuntarily disconnected due to nonpayment that were*  
 21 *reconnected to service (i) within less than 24 hours, (ii) in 24 hours or more but less than 48 hours, (iii) in 48*  
 22 *hours or more but less than 72 hours, or (iv) in 72 hours or more from the time of disconnection;*23 *5. The average and total amounts of arrearages owed by residential accounts involuntarily disconnected*  
 24 *due to nonpayment;*25 *6. The number of residential accounts involuntarily disconnected due to nonpayment that have arrearage*  
 26 *amounts of (i) less than \$100, (ii) \$100 or more but less than \$500, (iii) \$500 or more but less than \$1000,*  
 27 *and (iv) \$1,000 or more;*28 *7. The number of residential accounts involuntarily disconnected due to nonpayment that participate in a*  
 29 *payment assistance program, including utility-funded programs, the Low-Income Home Energy Assistance*  
 30 *Program, or the Percentage of Income Payment Program;*31 *8. The number of residential accounts involuntarily disconnected due to nonpayment that have a serious*  
 32 *medical condition certification form on file with the electric utility;*33 *9. The total number of residential accounts that have arrearage amounts but are not disconnected; and*34 *10. The average and total amounts of arrearages owed by residential accounts that have arrearage*  
 35 *amounts but are not disconnected.*36 *C. The monthly report required to be submitted by an electric utility under subsection B shall be filed with*  
 37 *the Commission within 60 days following the close of the reference month.*38 *D. The Commission shall publish the information pursuant to subsection B in a comprehensive and easily*  
 39 *accessible online database with the information displayed separately for each electric utility.*40 *E. The Commission may promulgate new regulations or updates to existing regulations related to the*  
 41 *monthly report required to be submitted by an electric utility under subsection B, including by prescribing the*  
 42 *form and manner of submission and any processes needed to facilitate uniform monthly reporting of the*  
 43 *information outlined in subsection B.*44 *F. No later than September 1, 2027, and annually thereafter, the Commission shall submit an executive*  
 45 *summary to the Commission on Electric Utility Regulation and the Governor on trends in electric utility*  
 46 *disconnections based on information from reports submitted pursuant to this section. The executive summary*  
 47 *shall include the following information:*48 *1. Any seasonal, annual, or long-term changes in the number of residential accounts involuntarily*  
 49 *disconnected from service due to nonpayment;*50 *2. Any notable differences between electric utilities and their disconnection rates;*51 *3. The geographic locations of residential accounts involuntarily disconnected from service due to*  
 52 *nonpayment;*53 *4. The average length of time between disconnection and reconnection for residential accounts*  
 54 *involuntarily disconnected from service due to nonpayment;*55 *5. The average and total amounts of arrearages owed by residential accounts involuntarily disconnected*  
 56 *from service due to nonpayment;*

57 6. *The average and total amounts of arrearages owed by residential accounts that are not disconnected*  
58 *from service;*

59 7. *The number of residential accounts involuntarily disconnected from service due to nonpayment that are*  
60 *participating in payment assistance programs, as known to the utility;*

61 8. *The number of residential accounts involuntarily disconnected from service due to nonpayment that*  
62 *have a serious medical condition certification form on file with the electric utility;*

63 9. *Any narrative submitted by each electric utility to the Commission by no later than August 1, 2027, and*  
64 *annually thereafter, that contextualizes trends in the data included in such utility's reports submitted pursuant*  
65 *to this section; and*

66 10. *Any other information that the Commission deems relevant to assessing electric utility disconnections*  
67 *for residential accounts in the Commonwealth.*

68 **2. That the provisions of this act shall become effective on July 1, 2027.**