

Public Service Commission  
Of Maryland

# Report on Residential Customer Arrearages, Turnoffs, and Reconnections in Maryland

Prepared for the  
Senate Finance Committee and  
the House Economic Matters Committee

In compliance with

Section 11, Chapter 5, 2006 Maryland Laws,  
1<sup>st</sup> Special Session

October 2006  
(Revised 11/15/06)

## INTRODUCTION

On August 17, 2006, the Commission initiated a proceeding<sup>1</sup> for the purpose of studying the impact of rising fuel prices on residential customers and examining potential programs to mitigate these costs for low-income residential customers. As part of the proceeding all electric and gas companies were directed to file the following information consistent with the requirements of Section 11, Chapter 5, 2006 Maryland Laws, 1<sup>st</sup> Special Session:

- (1) the number of residential turn-off notices issued due to non-payment;
- (2) the number of residential customer turn-offs due to non-payment;
- (3) the number of residential reconnections;
- (4) the gross amount of residential customer arrearages; and
- (5) the number of residential customer accounts in arrears.

Combined gas and electric companies were asked to report information separately for gas and electricity if possible. For these reporting purposes, the Commission adopted the definition of arrearage (21 days or more) used by the Office of Home Energy Programs of the Department of Human Resources, which administers energy assistance programs for low-income persons. However, a slightly longer period (30/31 days) was accepted in cases where data was more easily accessible using that period. The first company report was due on September 25, 2006 and required monthly figures for January through August 2006. Additional company reports are due on the 25<sup>th</sup> of each successive month beginning with October 2006.

This report compiles the data received from electric and gas companies to show residential disconnection, reconnection and arrearage information for the State disaggregated by type of utility. The report has been posted on the Commission's website for the benefit of the public.

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<sup>1</sup> See Case No. 9074, *In the Matter of the Investigation Required by Section 11, 2006 Maryland Laws, 1<sup>st</sup> Special Session, Public Service Commission – Electric Industry Restructuring.*

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