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PUBLIC SERVICE COMMISSION

April 15, 2021

Janet Wilson
101 Clarke Avenue
Pocomoke City, MD 21851

Dear Ms. Wilson,

Thank you for your correspondence to Governor Hogan regarding information for No Shut-Off Orders. The Governor has received your correspondence and has asked me to respond on his behalf.

Under current Orders, water municipalities are allowed to shut off service due to non-payment and charge penalties or late fees.

In July 2020, the Public Service Commission ("Commission") called a Public Conference to determine the impacts of the COVID-19 pandemic on Maryland's regulated utilities' operations and customer experiences, denoted as Public Conference 53 ("PC53"). As a result of PC53, the Commission signed Order No. 89636, which includes provisions such as encouraging utilities and its customers to negotiate reasonable payment plans in lieu of service disconnections. This Order also clarified that utilities cannot require customers provide financial records to access extended repayment plans, and directs utilities to inform customers of the range of payment options available to them. Additionally, the Order states that late fees may resume in the manner permitted by law, Commission regulation and, in the utilities' tariffs, as of October 1, 2020, when the moratorium on shut-offs expired. The Commission's Order also stated that utilities should provide to a customer who defaults on an alternative payment plan at least one opportunity to enter into a new plan prior to service termination.

Thank you again for your correspondence to the Governor. I hope this response addresses some of your questions.

Sincerely,

A handwritten signature in black ink, appearing to read "Jason M. Stanek".

Jason M. Stanek
Chairman

cc: Anthony Myers, Executive Director