



NATIONAL ENERGY ASSISTANCE DIRECTORS' ASSOCIATION

Summary of State Utility Shut-off Moratoriums Updated October 7, 2020

States and utilities moved quickly to suspend utility shut-offs due to nonpayment as low-income households struggle with the loss of income due to illness and job loss as a result of COVID-19 pandemic. State-mandated suspensions on utility shut-offs due to nonpayment as a result of COVID-19 are now in place in 19 states and the District of Columbia. The other 31 states have moratoriums that have expired or never implemented state-mandated moratoriums. Six states have moratoriums that will expire in October if not extended: Indiana, Arkansas, Washington, Vermont, New Mexico, and Connecticut. This means that 32.2 million people may lose protection from utility shut offs during the month of October.

Note: This is a list of all utility actions that NEADA is aware of at the time of release. Questions: Please contact Mark Wolfe: mwolfe@neada.org or Cass Lovejoy: clovejoy@neada.org. Please send additions or updates with source documentation to Elizabeth Eagles: eeagles@neada.org.

Statewide suspensions (19 states & D.C.):

- *State-ordered Suspensions of Gas, Electric, and Water (19 states & DC):* Alaska, Arkansas, California, Colorado, Connecticut, Delaware, District of Columbia, Indiana, Hawaii, Kentucky, Maine, Maryland, Massachusetts, New Mexico, New York, Pennsylvania, Vermont, Washington, Wisconsin, Wyoming
- *State-ordered Suspensions of Telecom (11 states & DC):* Alaska, California, District of Columbia, Hawaii, Indiana, Kentucky, Maine, Maryland, Pennsylvania, Vermont, Washington, Wyoming

States without suspensions/with voluntary suspensions (30 states):

- *Expired State-ordered Suspensions of Gas, Electric, and Water (16 states):* Illinois, Iowa, Kansas, Louisiana, Michigan, Mississippi, Montana, Nebraska, New Hampshire, New Jersey, North Carolina, Rhode Island, South Carolina, Tennessee, Texas, Virginia
- *States Without Mandatory Suspensions (15 states):* Alabama, Arizona, Florida, Georgia, Idaho, Minnesota, Missouri, Nevada, North Dakota, Ohio, Oklahoma, Oregon, South Dakota, Utah, West Virginia
- *Note:* Though these states have no official moratorium, all 15 of them have some form of voluntary moratorium which varies depending on the state and the specific utility provider
- *Expired State-ordered Suspensions of Telecom (4 states):* Kansas, Louisiana, Montana, New Hampshire, New Jersey

Table 1: State-ordered Utility Shut-off Moratoriums on Gas, Electric, and Water

Moratorium end date	Count of states	States
12-Oct	1	Indiana ⁱ
13-Oct	1	Arkansas
15-Oct	2	Washington, Vermont
16-Oct	1	New Mexico
31-Oct	1	Connecticut ⁱⁱ
1-Nov	3	Delaware, Maine, Wisconsin
5-Nov	1	Colorado
15-Nov	2	Alaska, Maryland ⁱⁱⁱ
16-Nov	1	Massachusetts
30-Nov	1	Pennsylvania
31-Dec	2	Hawaii, Kentucky
Until end of emergency or further announcements	1	Wyoming
Until 15 days after end of emergency	1	District of Columbia
Until 180 days after end of emergency (March 31, 2021 at latest)	1	New York
Until 2021	1	California
States with expired or no state-ordered moratorium	31	Alabama, Arizona, Florida, Georgia, Idaho, Illinois, Iowa, Kansas, Louisiana, Michigan, Minnesota, Mississippi, Missouri, Montana, Nebraska ^{iv} , Nevada, New Hampshire, New Jersey, North Carolina, North Dakota, Ohio, Oklahoma, Oregon, Rhode Island ^v , South Carolina, South Dakota, Tennessee ^{vi} , Texas, Utah, West Virginia
Total	51	

i Moratorium ended officially on August 14, but suspension on residential late fees, deposits, and disconnection/reconnection fees continues until October 12.

ii Moratorium ended October 1 for non-hardship customers, October 31 for hardship customers.

iii Residential service disconnections may resume November 15; utilities can begin sending disconnection notices October 1.

iv Mandatory suspension of water and telecom shut-offs, voluntary suspension of gas and electric shut-offs.

v Moratorium for National Grid customers enrolled in low income program ends November 1; moratorium for all other National Grid residential customers ended September 30; moratorium on all other regulated utilities expired July 17.

vi Moratorium ended August 29 and disconnections may resume September 29 after a 30-day written notice has been sent to customers.

Table 2: Proportion of U.S. Population Covered by Gas, Electric, and Water Moratoriums

	# of U.S. population	% of U.S. population
With state-ordered moratorium	130,155,721	39.7%
Without state-ordered moratorium	198,083,802	60.3%