

UM 2114 WORKSHOP #1

AGENDA

Date: July 22, 2021

Time: 1:00 pm to 3:00 pm

Facilitator: Ezell Watson

Time	Item	Presenter
15 min	Welcome and greetings/group operating agreements (Participants to introduce themselves via chat)	Ezell Watson
15 min	Review current customer protections	Michael Dougherty
	Small group discussion break-out session to discuss the following questions:	
	<ol style="list-style-type: none"> 1. Considering the current process for disconnections for non-payment, how would you assess or evaluate the manner in which utilities currently handle those procedures? Are there policy updates that you might recommend? Is proper notification given? The window of time in which a disconnection can occur – is it small enough, large enough, etc.? (The goal for this question is process improvement.) 2. Arrearage Management: <ol style="list-style-type: none"> a. Please describe an arrearage management program or arrearage management best practices you believe would cost effectively: <ol style="list-style-type: none"> i. Reduce residential arrearages ii. Prevent additional past due balances from re-accumulating/facilitate on-time payment behaviors. b. Where possible, please point to data sources and/or real-world examples that serve to evidence your response. 3. Alternatives to Disconnection: <ol style="list-style-type: none"> a. Please describe alternatives to disconnection for non-payment. Alternatives should, at a minimum: <ol style="list-style-type: none"> i. Be practicable and cost effective, ii. Incentivize resumption of timely payment, iii. Discourage habitual non-payment behaviors. 	All
45 min		

- b. Where possible, please point to data sources and/or real-world examples that serve to evidence your response.

There will be a survey shared at the workshop.

15 min	Group Reporting – Spokesman to provide summary	All
15 min	Brainstorming activity for future workshop topics and adjournment	All