

From: [REDACTED]
To: [IPA.ContactUs](#)
Subject: [External] Community Organizing and Family Issues- Response to Consumer Protection Proposals
Date: Friday, January 27, 2023 3:03:53 PM

Hello,

Please see our responses to feedback for Proposal #6:

- Are the proposed requirements easy to understand? Does anything need to be clarified or elaborated upon? They're clear, however clarification as to why it would be late. Possibly giving an example of a scenario as to why it would be late and rules on how late it could actually be? i.e. it cannot be later than 90+ days, because of the populations that we serve, this puts them in the endless cycle of being behind and late on payments and not ever being able to catch up.
- Are there any practical or operational difficulties that these requirements would create? For practicality- the realization that we are serving income eligible populations which are struggling to stay afloat and the added stress of their bill maybe not coming and being backed up, thinking about other situations in their lives, in particular several community members being in a tough position with the skyrocketing costs of energy.
- Are there any alternative approaches that might be considered to achieve the same ends? One solution is that if a bill is late, it is automatically split into a payment plan, with no added costs. For example, if someone receives a \$50 bill monthly, and the supplier is one month late billing them, they now owe \$100, automatically (after notifying them of it coming late) their next two bills would be \$75.

Another solution is to take the average of what their bill might be and taking the payment so that they have the credit on their account. This would be in the letter that they receive notifying them that the bill would be late. i.e. "your bill will be xx days late, please pay the same amount you paid last month and if there is an overpayment, it will be discounted of next month's bill" and vice versa if it is short, it shouldn't be more than xx amount of \$\$.

Thank you,



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