

**BEFORE THE CORPORATION COMMISSION OF THE STATE OF OKLAHOMA**

APPLICATION OF BRANDY L. WREATH, )  
DIRECTOR OF THE PUBLIC UTILITY )  
DIVISION, OKLAHOMA CORPORATION )  
COMMISSION, FOR AN ORDER OF THE )  
COMMISSION AUTHORIZING ACTION IN )  
RESPONSE TO COVID-19 )

CAUSE NO. PUD 202000050



**APPLICATION**

COMES NOW Brandy L. Wreath, Applicant, Director of the Public Utility Division (“PUD”) of the Oklahoma Corporation Commission (“Commission”), by and through the undersigned counsel and hereby states and alleges as follows:

**I. PARTIES**

Applicant is Brandy L. Wreath, Director of PUD, located at 580 Jim Thorpe Office Building, 2101 North Lincoln Boulevard, Oklahoma City, Oklahoma, 73105.

**II. ALLEGATION OF FACTS**

On March 13, 2020, the Commission, by and through its PUD Director Brandy L. Wreath, issued a call to utilities to voluntarily enact a temporary moratorium on residential disconnects in response to the uncertainty presented by COVID-19 and public safety concerns. Each utility separately responded in the affirmative. Many utilities were in the process of implementing such actions at the time the request was made and consequently ceased disconnections almost immediately.

On March 16, 2020, this Commission issued a media advisory to the public stating, in part, that the Commission’s PUD is coordinating a voluntary effort with the State’s utilities to help Oklahomans impacted by the COVID-19 pandemic.

By March 16, 2020, all regulated utilities implemented temporary moratoriums on disconnections for non-payment related to the widespread effects of COVID-19. Many of the utilities announced an initial 30-day moratorium on all disconnections; however, the timeline varies among utilities. (Please see “Exhibit A” for moratorium communications made by utilities to customers.)

On March 15, 2020, Governor Stitt issued an executive order declaring an emergency in all 77 counties to provide the public, public health officials, health care providers, state agencies and small businesses support as a result of the national spread of COVID-19. Since March 15, Governor Stitt has issued a series of subsequent executive orders to broaden the provisions in response to the severity and direct impact on the State.

In response to the emergency, the PUD Director has worked, and continues to work, with utilities on matters related to public safety and the protection of the public and utility workers. This effort has resulted in letters of non-enforcement being issued by the PUD Director related to matters such as service installation timing, reconnects, and on premise work. These letters commit that PUD will not file an enforcement action for variance from Commission rules or terms and conditions related to these matters. These letters are being issued to immediately respond to matters of safety and continued system reliability.

### **III. LEGAL AUTHORITY**

The Commission has jurisdiction over this Cause pursuant to Article IX, § 18 of the Oklahoma Constitution, 17 O.S. §152, and OAC 165:5-9-3(c).

### **IV. RELIEF SOUGHT**

WHEREFORE, Applicant respectfully requests the Commission:

1. Find, in recognition of the continued widespread effects of this pandemic and the uncertainty as to when it will end, that in coordination with the utilities the existing voluntary moratoriums will correspond with the timing set forth in the Governor's Third Amended Executive Order (2020-13) as issued on April 20, 2020.
2. Find that the existing moratorium, as well as any extension, could cause an increase in bad debt expense, including bad debts associated with factoring of accounts receivable, above the level included in each utility's base rates.
3. Find that each utility shall take reasonable steps, and be able to show efforts made, to minimize the amount of bad debt that may ultimately occur from COVID-19. Those steps may include continuing to advise customers of their responsibility to pay any outstanding amounts owed once the moratorium is lifted, encouraging customers to make partial payments if they are unable to pay in full, utilizing payment plans, and resuming collection activities as reasonable once the moratorium is lifted.
4. Acknowledge that in addition to the moratorium on disconnections, utilities have reported waiving various fees, including late fees, convenience fees, and reconnection fees, and expanding the use of payment arrangements to further aid customers during this extraordinary time.
5. That although the Commission declines to mandate the waiver of such fees or expanded use of payment plans, the Commission find that it is supportive of this assistance and recognizes it may result in a utility varying from its approved tariffs, terms and conditions, and/or Commission rules.
6. That the Commission find that each utility is authorized to record as a regulatory asset increased bad debt expenses, including bad debts associated with factoring of accounts receivable, costs associated with expanded payment plans, waived fees, and incremental expenses that are directly related to the suspension of or delay in disconnection of service (or the reconnection of

service) beginning March 15, 2020, with the issuance of the Governor's Declaration of Emergency.

7. That the Commission find that it will consider in future proceedings whether each utility's request for recovery of these regulatory assets is reasonable and necessary, and that in said future proceedings, the Commission will also consider issues such as the incremental bad debt experienced over normal periods, appropriate period of recovery for any approved amount of regulatory assets, any amount of carrying costs thereon, and other related matters.

8. That beyond customer billing related actions, the Commission recognize that utilities report taking many steps to ensure the continuity of utility service, while protecting utility personnel, customers, and the general public. Such steps include procuring additional personal protective equipment (PPE), increasing sanitation efforts at facilities, implementing health-screening processes, and securing temporary facilities for potential sequestration of critical operations personnel. That the Commission state its support of the continuation of these critical response and planning efforts and acknowledge they may cause incremental costs.

9. That the Commission find that continued access to safe, reliable, and affordable utility service is essential to maintain public health and safety during the COVID-19 pandemic and authorize utilities to defer expenses associated with ensuring continuity of service and protecting utility personnel, customers and the general public. That the Commission's deferral authorization would not bind the Commission to any specific treatment of these items in any future proceeding, nor prohibit the Commission from considering the effect of any operational savings, or other financial impacts that may occur as a result of COVID-19. Further, that the Commission direct utilities to maintain records to document the impacts and to provide proof of reasonableness and necessity in any future cause(es) brought by utilities seeking cost recovery.

10. That the Commission also recognize that each utility's response to COVID-19 to ensure continuity of service and protect the health and safety of customers and employees could temporarily alter its operations. Further, that the Commission recognize the PUD Director has issued commitment letters to not file enforcement actions for appropriate safety-related variances from rules and tariffs resulting from the emergency situation. And, rather than require each utility to file applications to make such requests, the Commission direct utilities to continue to work directly with the PUD Director to address situations including, but not limited to, those related to health and public safety or the temporary suspension of routine work. If an order is deemed necessary due to the materiality of the request, a cause may be initiated that may apply to all similarly situated companies.

**WHEREFORE**, Applicant prays that the Commission grant the relief requested and any other relief it deems appropriate, whether specifically prayed for or not.

Respectfully submitted,

Brandy L. Wreath  
Director of the Public Utility Division  
OKLAHOMA CORPORATION COMMISSION

/s/ Michael L. Velez  
Michael L. Velez, OBA # 19963  
Deputy General Counsel  
Judicial and Legislative Services Division  
OKLAHOMA CORPORATION COMMISSION  
P.O. Box 52000  
Oklahoma City, Oklahoma 73152-2000  
Telephone: (405) 522-5930  
Facsimile: (405) 521-4150  
Michael.Velez@occ.ok.gov

CERTIFICATE OF ELECTRONIC SERVICE

I, the undersigned, do hereby certify that on the 28<sup>th</sup> day of April, 2020, a true and correct copy of the above and foregoing was sent electronically to:

Office of Attorney General  
313 NE 21<sup>st</sup> Street  
Oklahoma City, OK 73105  
[utility.regulation@oag.ok.gov](mailto:utility.regulation@oag.ok.gov)

Dustin R. Fredrick, OBA # 19095  
Oklahoma Natural Gas  
401 N. Harvey  
Oklahoma City, OK 73102-3418  
[dustin.fredrick@onegas.com](mailto:dustin.fredrick@onegas.com)  
[corey.slaughter@onegas.com](mailto:corey.slaughter@onegas.com)

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American Electric Power  
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[eamitchell@aep.com](mailto:eamitchell@aep.com)

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[Clong@cwlaw.com](mailto:Clong@cwlaw.com)

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Nelson, PC  
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Suite 200  
Tulsa, OK 74103  
[tschroedter@hallestill.com](mailto:tschroedter@hallestill.com)



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Amanda Payne

## EXHIBIT "A"



# Liberty Utilities COVID-19 Update

March 14, 2020

Liberty Utilities suspends service disconnections for residential and business customers in response to COVID-19

To assist customers and communities during the rapidly evolving COVID-19 public health emergency, Liberty Utilities has suspended service disconnections for non-payment. This temporary suspension, through at least May 1, 2020, includes residential and business customers.

We encourage customers who have questions or who may be facing potential hardship to contact our customer service departments. We offer a variety of payment options and can assist customers with payment arrangements should they be needed.

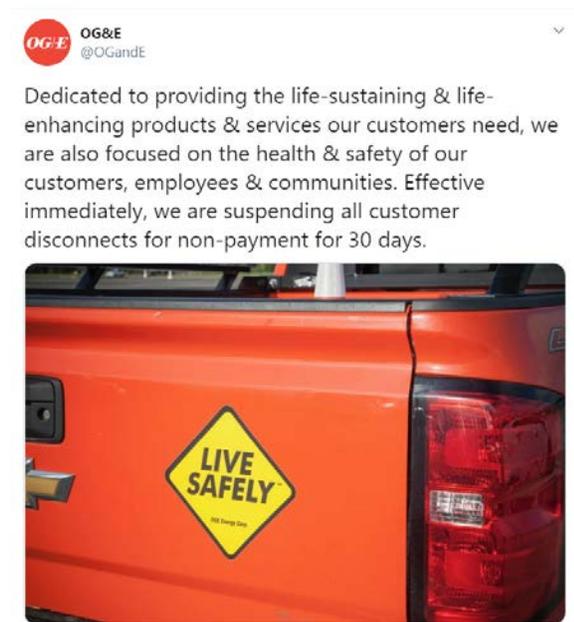
"We recognize our customers count on the essential services Liberty provides," said Brent Baker, Liberty Utilities Vice President of Customer Experience Operations. "With the uncertainty surrounding this virus, we want to ensure our customers have access to the services they need to help maintain their health and safety."

Liberty continues to actively monitor the situation, and our teams are taking all necessary measures to ensure the safe and reliable delivery of services to our customers.

OG&E Social Media created to communicate messaging

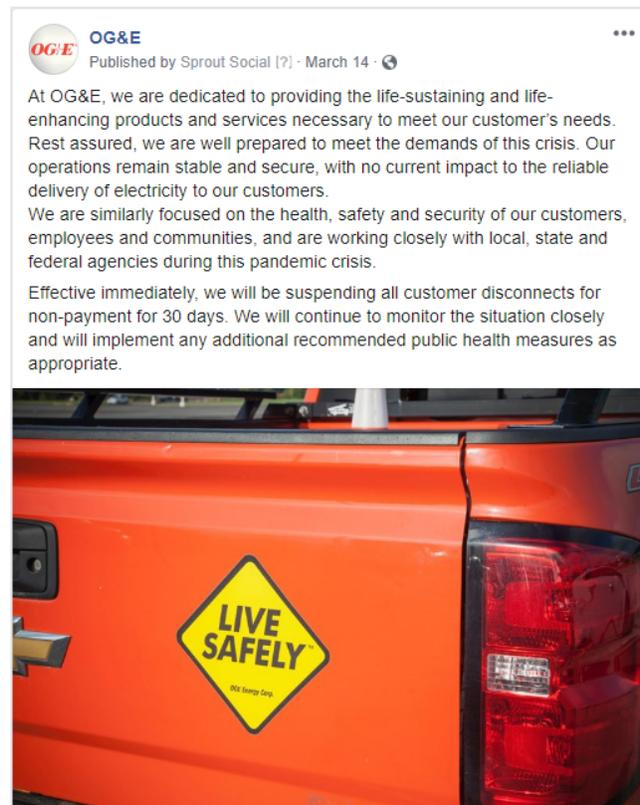
March 14:

**Twitter:** <https://twitter.com/OGandE/status/1238937451328163847>



**Facebook:**

<https://www.facebook.com/OGpower/photos/a.10150594329885965/10156940627410965/?type=3&theater>



Instagram: <https://www.instagram.com/p/B9upPGQldk6/>



## Next Door

 Neighborhood Outreach Team, Oklahoma Gas & Electric **AGENCY**

### OG&E suspends customer disconnections for non-payment for 30 days

At OG&E, we are dedicated to providing the life-sustaining and life-enhancing products and services necessary to meet our customer's needs. Rest assured, we are well prepared to meet the demands of this crisis. Our operations remain stable and secure, with no current impact to the reliable delivery of electricity to our customers.

We are similarly focused on the health, safety and security of our customers, employees and communities, and are working closely with local, state and federal agencies during this pandemic crisis.

Effective immediately, we will be suspending all customer disconnects for non-payment for 30 days. We will continue to monitor the situation closely and will implement any additional recommended public health measures as appropriate.

14 Mar · Subscribers of Oklahoma Gas & Electric

## LinkedIn



OG&E Energy Corp.

13,874 followers

1mo • 🌐

At OG&E, we are dedicated to providing the life-sustaining and life-enhancing products and services necessary to meet our customer's needs. Rest assured, we are well prepared to meet the demands of this crisis. Our operations remain stable and secure, with no current impact to the reliable delivery of electricity to our customers. We are similarly focused on the health, safety and security of our customers, employees and communities, and are working closely with local, state and federal agencies during this pandemic crisis.

Effective immediately, we will be suspending all customer disconnects for non-payment for 30 days. We will continue to monitor the situation closely and will implement any additional recommended public health measures as appropriate.



## April 2:

Twitter <https://twitter.com/OGandE/status/1245728202812731395>



OG&E  
@OGandE

You may be concerned about keeping up with your bills. Please be assured you can pay any amount toward your bill – even if it's not a full payment. We'll also work with you on payment arrangements. [bit.ly/3boxDom](https://bit.ly/3boxDom)



### Pay what you can

We've suspended disconnects for **30 days beginning March 16**. But you still may be concerned about keeping up with your bills. We'll **work with you** on payment arrangements.

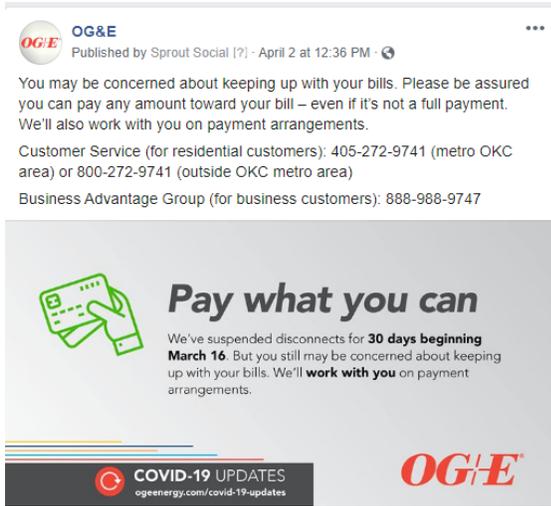


COVID-19 UPDATES  
[ogenergy.com/covid-19-updates](https://ogenergy.com/covid-19-updates)

OG&E

**Facebook:**

<https://www.facebook.com/OGEpower/photos/a.10150594329885965/10157011149100965/?type=3&theater>



OG&E  
Published by Sprout Social [?] · April 2 at 12:36 PM · 🌐

You may be concerned about keeping up with your bills. Please be assured you can pay any amount toward your bill – even if it's not a full payment. We'll also work with you on payment arrangements.

Customer Service (for residential customers): 405-272-9741 (metro OKC area) or 800-272-9741 (outside OKC metro area)  
Business Advantage Group (for business customers): 888-988-9747

 **Pay what you can**

We've suspended disconnects for **30 days beginning March 16**. But you still may be concerned about keeping up with your bills. We'll **work with you** on payment arrangements.

 **COVID-19 UPDATES**  
ogenergy.com/covid-19-updates



**Instagram:** [https://www.instagram.com/p/B-f\\_2Ih2IL/](https://www.instagram.com/p/B-f_2Ih2IL/)



ogepower

ogepower You may be concerned about keeping up with your bills. Please be assured you can pay any amount toward your bill – even if it's not a full payment. We'll also work with you on payment arrangements. Customer Service (for residential customers): 405-272-9741 (metro OKC area) or 800-272-9741 (outside OKC metro area). Business Advantage Group (for business customers): 888-988-9747

3w

 **Pay what you can**

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 **COVID-19 UPDATES**  
ogenergy.com/covid-19-updates



28 likes  
APRIL 2  
Add a comment... Post

## LinkedIn

 **OG&E Energy Corp.**  
13,874 followers  
3w • 🌐

You may be concerned about keeping up with your bills. Please be assured you can pay any amount toward your bill – even if it's not a full payment. We'll also work with you on payment arrangements. [...see more](#)



### Pay what you can

We've suspended disconnects for **30 days beginning March 16**. But you still may be concerned about keeping up with your bills. We'll **work with you** on payment arrangements.

 **COVID-19 UPDATES**  
[ogenergy.com/covid-19-updates](https://ogenergy.com/covid-19-updates)



April 9

**Twitter:** <https://twitter.com/OGandE/status/1248248155428118528>

 **OG&E**  
@OGandE

We'll be extending the hold on disconnects past the original 30-day period in recognition of the governor's safer-at-home policy. The company is working on a path forward & will post updates here & with local media. Call us at 800-272-9741 with questions.  
[#PoweringThruTOGether](#)



**Facebook:**

<https://www.facebook.com/OGEpower/photos/a.10150594329885965/10157035217185965/?type=3&theater>



**Instagram:** <https://www.instagram.com/p/B-wzjLhFtyq/>



## Next Door

 Neighborhood Outreach Team, Oklahoma Gas & Electric **AGENCY** ▼

### OG&E extends the hold on disconnections

We will be extending the hold on disconnects past the original 30-day period in recognition of the governor's safer-at-home policy. The company is working on a path forward and will post updates here as well as provide updates to the local media. As always, please call us with any questions you might have. Our Customer See more...



9 Apr · Subscribers of Oklahoma Gas & Electric

## LinkedIn

 **OGE Energy Corp.**  
13,874 followers  
2w • 

We will be extending the hold on disconnects past the original 30-day period in recognition of the governor's safer-at-home policy. The company is working on a path forward and will post updates here as well as provide updates to the local media. As always, please call us at 800-272-9741 with any questions you might have. [#PoweringThruTOGETher](#)



April 13

Twitter: <https://twitter.com/OGandE/status/1249718494322659329>

**OG&E**  
@OGandE

If you or your business are struggling with bill payment, give us a call. Representatives are available 8 a.m. - 5 p.m.

Residential customers: 800-272-9741  
Business Advantage Group (business customers): 888-988-9747

 **Make one easy call**

We know that the COVID-19 pandemic has affected many of our customers' financial situations. If you or your business are **struggling with bill payment** right now, **give us a call**. Our friendly representatives are happy to work with you.

 **COVID-19 UPDATES**  
[ogeenergy.com/covid-19-updates](http://ogeenergy.com/covid-19-updates)

**OG&E**

Facebook:

<https://www.facebook.com/OGpower/photos/a.10150594329885965/10157050915085965/?type=3&theater>

**OG&E**  
Published by Sprout Social [?] · April 13 at 12:38 PM · 🌐

If you or your business are struggling with bill payment right now, give us a call. Representatives are available 8 a.m. - 5 p.m.

Residential customers: 800-272-9741  
Business Advantage Group (for business customers): 888-988-9747

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 **COVID-19 UPDATES**  
[ogeenergy.com/covid-19-updates](http://ogeenergy.com/covid-19-updates)

**OG&E**

Instagram: <https://www.instagram.com/p/B-8VvCDla0G/>



The image shows an Instagram post from the account 'ogepower'. The post features a graphic with a smartphone icon and the text 'Make one easy call'. Below this, a paragraph explains that due to the COVID-19 pandemic, many customers are struggling with bill payment, and the company offers assistance. The text includes the phone number 800-272-9741 for residential customers and 888-988-9747 for business customers. The post has 9 likes and was posted on April 13. At the bottom of the graphic, there is a 'COVID-19 UPDATES' banner with the URL 'ogeenergy.com/covid-19-updates' and the OGE Energy logo.

**ogepower**

**ogepower** If you or your business are struggling with bill payment right now, give us a call. Representatives are available 8 a.m. - 5 p.m.  
Residential customers: 800-272-9741  
Business Advantage Group (for business customers): 888-988-9747

1w

9 likes  
APRIL 13

Add a comment... Post

**COVID-19 UPDATES**  
ogeenergy.com/covid-19-updates

**OGE**

LinkedIn



The image shows a LinkedIn post from OGE Energy Corp. The post features a graphic with a smartphone icon and the text 'Make one easy call'. Below this, a paragraph explains that due to the COVID-19 pandemic, many customers are struggling with bill payment, and the company offers assistance. The text includes the phone number 800-272-9741 for residential customers and 888-988-9747 for business customers. The post has 4 shares. At the bottom of the graphic, there is a 'COVID-19 UPDATES' banner with the URL 'ogeenergy.com/covid-19-updates' and the OGE Energy logo.

**OGE Energy Corp.**  
13,874 followers  
1w • 🌐

If you or your business are struggling with bill payment right now, give us a call. Representatives are available 8 a.m. - 5 p.m.

...see more

**Make one easy call**

We know that the COVID-19 pandemic has affected many of our customers' financial situations. If you or your business are **struggling with bill payment** right now, **give us a call**. Our friendly representatives are happy to work with you.

**COVID-19 UPDATES**  
ogeenergy.com/covid-19-updates

**OGE**

4

# DISCONNECTION NOTICE

Account #

CY 18

SERVICE ADDRESS: CUSTOMER NAME AND ADDRESS

4343-1 2513  
951004343 02 AB 0.41



CUSTOMER NAME  
ADDRESS  
CITY, ST, ZIP

### Notes from PSO:

**We are temporarily suspending disconnections** in these uncertain times as COVID-19 alters our lives. Please continue to make payments or call us for arrangements to ensure your account remains in good standing. For more detail, see our notes section.

### Need help paying your bill?

Call us at 1-888-832-6279 to learn about payment arrangements and other assistance programs.

### Past Due Charges:

30 days past due	\$172.46
60 days past due	\$0
90 days or more past due	\$0

**TOTAL PAST DUE \$172.46**

### Methods of Payment

- psoklahoma.com
- PO Box 371496  
Pittsburgh, PA 15250-7496
- 1-800-611-0964 (fee may apply)

Mailing date is March 24, 2020

### Need to get in touch?

Customer Operations Center: 1-888-832-6279  
Outages: PSOklahoma.com/out or 1-888-218-3919  
Relay Oklahoma (TTY): 1-800-722-0353  
Representante del Servicios: 1-888-216-9787  
Interrupcion del Servicios: 1-888-218-3924

Receipt of a new bill will NOT change the requirements of this notice.

Please tear on dotted line.

Turn over for important information! ➤

Thank you for your prompt payment. Please include your account number on your check and return this stub with your payment.

SERVICE ADDRESS: CUSTOMER NAME AND ADDRESS

Pay on or before April 3, 2020  
to avoid disconnect

**\$172.46**

Payment Amount \$

Make check payable and send to:  
PUBLIC SERVICE COMPANY OF OKLAHOMA  
PO BOX 371496  
PITTSBURGH, PA 15250-7496



Please disregard this message if you have already paid this bill. If not, be sure your payment is received by the disconnect date shown on the front of this notice to avoid a disconnection of service.

**What happens if you are disconnected?** When service is disconnected for nonpayment, a deposit may be required before service is restored. Once payment is verified, service will be restored within 24 hours. Written notice is not left at the premise when service is remotely connected or disconnected. Electric service can be remotely connected or disconnected for most standard meters types. Customers who have chosen a non-standard meter are required to pay a \$22.00 reconnect charge when service is disconnected for nonpayment.

**Do you need assistance paying your bill?** You may qualify for a deferred payment agreement, an elderly handicapped notification, or a twenty (20) day financial aid assistance delay. Please contact us at (888)216-3523 if you have questions about any of these programs or if you would like a listing of entities who provide energy payment assistance programs to aid customers in paying utility bills.

If disconnecting your electric service may result in a life-threatening situation for you or someone residing in your home, please contact PSO immediately at the number below to notify us of this situation and to request a Medical Certificate Form.

**Did you receive a suspicious request?** Please remember that PSO does not collect payments at a customer's residence or business, and will never call you to collect payment over the phone. If you receive a suspicious request, please contact us at (888)216-3523.

**May we help with something else?** Please contact us with any concerns or issues at **(888)216-3523 or PSOklahoma.com/Email**.

For clarification of statutes and rules governing services, or escalations of disputes, you may contact the Oklahoma Corporation Commission's Consumer Services Division (CSD) located at 2101 North Lincoln Blvd., Oklahoma City, OK 73501, by phone (1-800-522-8154) or by mail (P.O. Box 52000, Oklahoma City, OK 73152-2000). Customers must contact the utility regarding the disconnection prior to contacting CSD, and should contact CSD if they cannot reach a resolution with the utility.

**ELECTRONIC CHECK CONVERSION** - If you pay by check you authorize us to convert your paper check into an electronic debit. If you do not want your check converted or have questions, please call the phone number on the front of this bill.

**ELECTRONIC CHECK CONVERSION** - If you pay by check you authorize us to convert your paper check into an electronic debit. If you do not want your check converted or have questions, please call the phone number on the front of this bill.

**CONVERSIÓN DE CHEQUE ELECTRÓNICO** - Si paga con cheque, nos autoriza a convertir su cheque en papel en un débito electrónico. Si no desea que su cheque sea convertido o tenga preguntas, por favor llame al número de teléfono que aparece al frente de esta factura.

Por favor ignore este mensaje si ya ha pagado esta factura. De lo contrario, su servicio eléctrico se desconectará si el pago no se recibe en la fecha de desconexión que se muestra en la parte frontal de este aviso.

**¿Qué sucede si usted está desconectado?** Cuando se desconecta el servicio por falta de pago, se puede requerir un depósito antes de restaurar el servicio. Una vez que se verifique el pago, el servicio será restaurado en 24 horas. El aviso por escrito no se deja en cuando el servicio se conecta remotamente o se desconecta. El servicio eléctrico se puede conectar o desconectar remotamente para la mayoría de los tipos de medidores estándar. Los clientes que hayan elegido un medidor no estándar deben pagar un cargo de \$22.00 por reconexión cuando el servicio se desconecta por falta de pago.

**¿Necesita ayuda para pagar su factura?** Usted puede calificar para un acuerdo de pago diferido, una notificación para discapacitados de edad avanzada, o un retraso de asistencia de ayuda financiera de 20 días. Comuníquese con nosotros al (888)216-3523 si tiene preguntas sobre cualquiera de estos programas o si desea una lista de entidades que proporcionan programas de asistencia de pago de energía para ayudar a los clientes a pagar facturas de servicios públicos.

Si la desconexión de su servicio eléctrico puede resultar en una situación potencialmente mortal para usted o para alguien que reside en su casa, comuníquese con PSO inmediatamente al número abajo para notificarnos de esta situación y para solicitar un formulario de certificado médico.

**¿Recibió una solicitud sospechosa?** Recuerde que PSO no cobra pagos en la residencia o el negocio de un cliente y nunca lo llamará para cobrar el pago por teléfono. Si recibe una solicitud sospechosa, comuníquese con nosotros al (888) 216-3523.

**¿Podemos ayudar con algo más?** Puede ponerse en contacto con nosotros para cualquier inquietud o problema en **(888)216-3523 o en PSOklahoma.com/Email**.

Si no está satisfecho con nuestra revisión de su cuenta, puede comunicarse con la División de Servicios al Consumidor de la Comisión de la Corporación de Oklahoma ubicada en 2101 North Lincoln Blvd., Oklahoma City, OK 73501, por teléfono (1-800-522-8154) o por correo (PO Box 52000, Oklahoma City, OK 73152 - 2000).



**Service Address:**

**CUSTOMER NAME**

**ADDRESS**

**CITY, ST, ZIP**

**Account #**

**Notes from PSO:**

We understand that these are uncertain times as efforts to contain the Coronavirus (COVID-19) pandemic alter our lives. In light of this situation, **we are temporarily suspending disconnection for nonpayment.** While this may provide relief in the short-term, you are still responsible for all billed charges for electric service. Please continue to make payments or call our Customer Solutions Center at 1-888-832-6279 as soon as possible to discuss payment arrangements. This will help ensure you keep your account in good standing.

Your total account balance includes a past due amount of **\$172.46**. To avoid disconnection, payment of the past due amount must be received on or before **April 3, 2020**. Your total account balance is **\$617.95**.

# EXHIBIT "A"

PSO Social Media Posts created to communicate messaging:

Twitter - <https://twitter.com/PSOklahoma/status/1238655144243445760>



**Public Service Co.**  
@PSOklahoma

PSO is temporarily suspending all disconnections for non-payment as the coronavirus (COVID-19) has been documented in our state. We know our customers are concerned about their families & ensuring they have reliable electric service allows them to focus on staying healthy.



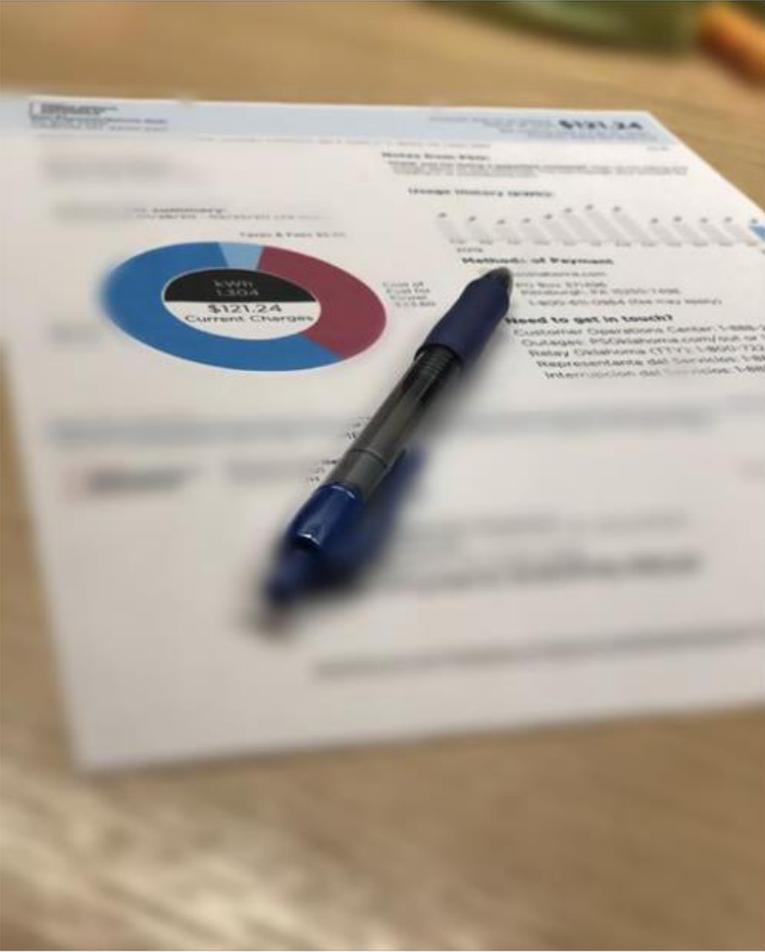
9:36 PM · Mar 13, 2020 · [Sprinklr Publishing](#)

FaceBook with tagging to news stations -

<https://www.facebook.com/80865461794/posts/10157358848636795/>

 **Public Service Company of Oklahoma (PSO)**  
Published by Whitney Emerick [?] · March 13 · 🌐

KJRH KOTV - News On 6 KTUL News Channel 8 FOX23-KOKI



**Public Service Company of Oklahoma (PSO)**  
Published by Sprinklr Prod2 [?] · March 13 · 🌐

PSO is temporarily suspending all disconnections for non-payment as the coronavirus (COVID-19) has been documented in our state. We know our customers are concerned about their families and ensuring they have reliable electric service allows them to focus on staying healthy and well. PSO is committed to doing what we can to help our customers, our employees, and the communities we serve navigate this uncertain time. #PSOklahoma

Good afternoon,

I would like to request, on behalf of the OCC and Oklahoma Ratepayers, that utilities enact a temporary moratorium on disconnects during this uncertain period with the Corona Virus.

If that is already a plan for the utility please let me know. What I am proposing is a temporary suspension with some regularly scheduled meetings with all parties to discuss timing on reinstatement.

I would like to start with a call on Monday morning at 8:30am CST. Feel free to forward this to all interested parties within your companies or anyone else I have missed. I apologize for the short notice but things, as you know, are moving quickly.

We were considering filing an emergency request but thought this would be easier/faster if parties are willing. Please feel free to email me directly in advance if this something already underway.

Dial-in number: 405-247-0344

**Mr. Brandy Wreath | Director**

Public Utility Division, Consumer Services, OUSF | Oklahoma Corporation Commission  
p. 405-522-3356

[Oklahoma.gov](http://Oklahoma.gov) | [occeweb.com](http://occeweb.com)

