

**DAVID ESSAH, Ph.D.**  
DIRECTOR

November 15, 20XX

**VIA EMAIL**

{name }  
{address }

Re: Collection of Monthly Bill Payments by Electric and Natural Gas Utilities

Dear \_\_\_\_\_:

With the advent of the winter heating season, monthly charges to many residential electric and gas customers may sharply increase because of increased usage and, in some cases, higher rates. In addition, individual financial difficulties and challenges that remain from the COVID-19 public health emergency, coupled with higher usage during the heating season, make it possible that higher than normal delinquencies will continue to be experienced.

As you are aware, this Commission has not established moratoriums on disconnection of service during the winter season. However, because of our concern for the welfare of those who may be overburdened by higher utility bills, and consistent with past requests from the Commission, the Division of Public Utility Regulation is urging each utility to continue its efforts to make such arrangements as are reasonably practicable to avoid service terminations during the extremes of winter weather. Further, we request that all utility companies assist their customers where possible in availing themselves of energy assistance programs. Finally, staff will continue collecting information relative to delinquencies and service terminations. We request that you make every effort to assist them in this regard.

If situations arise that appear to warrant staff guidance, please contact us. Under all circumstances, the well-being of Virginia's citizens must be given first priority, and we urge your cooperation to that end.

Very truly yours,

*David N. Essah*

David N. Essah, Ph.D.  
Director, Division of Public Utility Regulation

cc: Darlene Savage, Manager, Consumer Services – Public Utility Regulation