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Given the severity of COVID-19, and the uncertain impact it may have on customers of public utilities in Arkansas, the Arkansas Public Service Commission has filed Docket No. 20-012-A to ensure that both utilities and their customers are protected.

The portion of the docket that pertains to utility customers is stated below but the entire docket can be found on the Arkansas Public Service Commission's website by following the link, [APSC COVID-19 Information and Resources](#), then clicking on [Order No. 1](#) under "APSC Actions and Related Links".

2. ...(Utilities) in the State of Arkansas shall suspend disconnections of water, gas, and electricity services during the pendency of the Governor's emergency declaration...

4. The Commission encourages Utilities to offer reasonable payment arrangements once the prohibition on disconnections is lifted.

8. This Order shall not affect a Utility's ability to disconnect a customer's service for public safety concerns unrelated to non-payment of services.

9. This Order does not eliminate the requirement that Utility customers continue to pay Utility bills during this temporary suspension. Customers should continue paying their bills and understand that they will ultimately be responsible for Utility services accrued during this suspension.