



Utility Shutoff Protections

COVID-19
UPDATES

State and Local Policies

Many states and local municipalities have implemented policies to prevent utility shutoffs during the Covid-19 crisis.

There are a number of organizations that are maintaining extensive listings of state and local actions taken to assist utility customers, including:

- ❖ *Eviction Lab*, which is [tracking](#) state and local government policies that call for a moratorium on evictions and utility shutoffs.
- ❖ *National Low Income Housing Coalition*, which has [a list](#) of state and local actions to prevent foreclosures and evictions.

Communications Industry Assistance

[Hundreds of broadband and utility companies](#) have signed the “Keep Americans Connected Pledge,” through which they are promising, for 60 days, to:

1. not terminate service to any residential or small business customers because of their inability to pay their bills due to the disruptions caused by the coronavirus pandemic;
2. waive any late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus pandemic; and
3. open its Wi-Fi hotspots to any American who needs them.

Some companies are going “above and beyond” the pledge, by offering, for example, free broadband, unlimited data, and/or increased internet speeds at no additional charge. Companies and their special programs can be found [here](#).