



## Conservation Colorado

May 27th, 2020

Dear Members of the Energy and Environment Committee,

My name is Sara Rose Tannenbaum. I am a Climate Advocate with Conservation Colorado, the largest, state-based member conservation organization in the state. We have offices in Denver, Pueblo, Grand Junction, Durango, and the Roaring Fork Valley. Today I testify in favor of SB20-30 “Consumer Protections for Utility Customers,” on behalf of those offices, and our 50,000 members statewide.

Electricity rates are an important tool for addressing climate change and saving consumers money. In an effort to ensure there are standard and transparent practices for customers of publicly-owned utilities, SB20-30 requires utilities under PUC authority to properly notify consumers of non-payment, change in service, and energy assistance programs---and prohibits utilities from disconnecting service during extreme weather and situations of medical necessity. It also outlines what information can be collected about consumers disconnecting service due to non-payment, and requires that the Public Utilities Commission report the number of their clients who are medically exempt from tiered electricity rates and any efforts to enroll qualified people onto the medically exempt program. Lastly, it protects consumers from changes to nonstandard billing by requiring that the change of design be revenue-neutral and not have a disproportionate impact on low-income customers.

By supporting this bill you ensure that the Colorado Public Utilities Commission can continue to institute transparent standards and practices that further protect its consumers. As such, Conservation Colorado urges a “yes” vote on SB 20-030.

Sincerely,

Sara Rose Tannenbaum  
Climate Advocate  
Conservation Colorado