

PUBLIC UTILITIES COMMISSION505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298

VIA EMAIL

December 16, 2021

TO: Service Providers of Voice Telephony in California
FROM: Rachel Peterson, Executive Director

SUBJECT: Extension of Moratorium on Disconnection for Non-Payment and Fees
for Late Payment for Voice Service Through February 15, 2022

On September 23, 2021, the California Public Utilities Commission (CPUC) adopted Resolution M-4857, which approved an extension to the moratorium on disconnection and late payment fees for non-payment of voice services for residential and small business customers during the Covid-19 pandemic, through December 31, 2021. Resolution M-4857 gave the CPUC's Executive Director the authority to issue one or more additional extensions to the moratorium beyond December 31, 2021, if necessary. Resolution M-4857 states that the moratorium will end on March 31, 2022, unless the CPUC takes further action before this date.

California's economy has generally fared better compared to other states and has continued to improve since the start of the pandemic. This has resulted in a \$76 billion budget surplus that has allowed the State to provide \$6.2 billion in tax relief and \$4 billion in direct grants to small businesses, as well as \$5.2 billion for low-income residents to pay all of their overdue rent.¹ Furthermore, the U.S. Department of Labor's Bureau of Labor Statistics shows that the State's unemployment rate has dropped steadily from a high of 16% in April 2020 to 7.3% in October 2021.² California has also regained over 1.8 million, or 67%, of all the jobs lost in the state since the start of the pandemic in March 2020.³

While the ongoing nature of the pandemic supports a further extension in the short term, California's economic recovery justifies a transition towards ending the moratorium. This extension, which shall be for 45 days, is designed to give customers ample time to prepare to make payments for any outstanding balances, as well as to arrange a payment schedule with their provider, if needed. This extension also allows service providers time to prepare their billing systems, update the relevant information on their website, and provide customers with sufficient notice that the moratorium is ending.

Therefore, I hereby authorize a final extension of 45 days to the moratorium on disconnections and late fee payments, which shall last from January 1 through February 15, 2022. Additionally, service providers are required to give their customers a minimum 21-day written

¹ [FACT SHEET - California's Economic Recovery](#) / July 2021

² [Bureau of Labor Statistics Data \(bls.gov\) / December 15, 2021](#)

³ [California's unemployment rate drops to 7.3 percent in October 2021](#)

notice about the discontinuance of the moratorium, so that they may prepare to pay outstanding balances and arrange a payment schedule.

Sincerely,

A handwritten signature in black ink that reads "Rachel Peterson". The signature is written in a cursive, flowing style.

Rachel Peterson
Executive Director

cc: President Marybel Batjer, CPUC
Commissioner Martha Guzman Aceves, CPUC
Commissioner Clifford Rechtschaffen, CPUC
Commissioner Genevieve Shiroma, CPUC
Commissioner Darcie L. Houck, CPUC
Grant Mack, Director, Office of Government Affairs, CPUC