



STATE OF ALABAMA

PUBLIC SERVICE COMMISSION

Commissioner Jeremy H. Oden

Associate Commissioner, Place 1

FOR IMMEDIATE RELEASE:

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Public Service Commission Encourages Utilities to Show Extra Compassion To Customers Affected by the Recent Hard Freeze

At the Public Service Commission regularly scheduled meeting on January 14th, the Commissioners unanimously voted to adopt a resolution which suggests that utility companies show extra compassion to customers who may have been affected by the recent hard freeze occurrences in Alabama

The resolution, drafted and presented by Place 1 Commissioner Jeremy H. Oden, comes after record low temperatures swept across Alabama, leaving many customers with burst pipes and power outages. Commissioner Oden stated, "Over the past several weeks, my office along with the offices of my fellow commissioners have received numerous phone calls from citizens affected by severe temperatures. Most concerns were related to not only the cost of the immediate repairs, but also any abnormal utility bills which may follow."

Oden went on to say, "I felt that we should encourage the utility companies to show extra compassion towards customers that may have incurred weather related damage to their property. As many across Alabama continue to endure financial hardships, I believe that showing leniency to affected customers will positively impact the economic recovery in the State and promote a sense of good will".

The resolution states that the Public Service Commission encourages utility companies to evaluate customer circumstances on a case by case basis to determine possible billing actions to ease the financial burden during a difficult time.

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