



Independent Statistics and Analysis

**U.S. Energy Information
Administration**

**FORM EIA-112
Residential Utility Disconnections Su**

NOTICE: This report is **mandatory** under 15 U.S.C. §772(b). Failure to comply may result in criminal fines, civil penalties, and imprisonment. For further information concerning sanctions and data protections, see the provision on sanctions and the provisions on data protection in the instructions. **Title 18 U.S.C. §1001 makes it a criminal offense for any person knowingly and willingly to make or to cause to be made any false, fictitious, or fraudulent statements or records in or under color of the authority of the United States.**

INSTRUCTIONS

PURPOSE

The U.S. Energy Information Administration's (EIA) Form EIA-112, Residential Utility Disconnections Survey, collects information on utility disconnections, and reconnections in all 50 states plus the District of Columbia and Puerto Rico. Information becomes available in EIA publications and databases. The data collected on this form are used to monitor the status and trends of utility disconnections and better inform policymakers with authority over the Low-Income Home Energy Assistance Program (LIHEAP), (part of the Energy Assistance Program). Data from the new survey will aid in setting appropriate levels of budgetary support for the LIHEAP of utility disconnections among commodities and between states.

YOUR RESPONSE IS REQUIRED BY LAW

This report is mandatory under Title 15 U.S.C. §772(b). Failure to comply may result in criminal fines, civil penalties, and imprisonment. Title 18 U.S.C. §1001 makes it a criminal offense for any person knowingly and willingly to make or to cause to be made any false, fictitious, or fraudulent statements or records in or under color of the authority of the United States.

REQUIRED RESPONDENTS

Form EIA-112 must be completed annually by electric power entities and natural gas entities that serve residential customers. Entities that serve only commercial and industrial customers will complete Form EIA-861 (small entities filing EIA-861S are excluded) and Form EIA-112 will be combined with the combined samples of Form EIA-861M and Form EIA-857.

RESPONSE DUE DATE

Submit the completed Form EIA-112 to EIA by February 28, following the end of the calendar year.

HOW TO FILE A RESPONSE

Respondents should transmit using one of two modes of submission.

EIA Respondent Portal (PREFERRED)

With the Internet-based option, EIA uses security protocols to protect the information against unauthorized access.

<https://survey.eia.gov>

Further instructions on how to register on the EIA Respondent Portal, along with more information on Form EIA-112. A PDF document with detailed instructions for the EIA Respondent Portal are available [here](#).

Secure File Transfer

Secure transmission is an industry standard method to send information over the internet using encrypted protocols. It is a communications protocol designed to transfer encrypted information between computers over the Internet. EIA does not accept email, fax, or mailed paper forms.

<https://signon.eia.doe.gov/upload/noticeoog.jsp>

Copies in spreadsheet format (XLS) are available on EIA's website. You may access the materials [here](#): <https://www.eia.doe.gov>

SANCTIONS

Form EIA-112 is mandatory under 15 U.S.C. §772(b), as amended. Failure to respond may result in a civil penalty. The government may bring a civil action to prohibit reporting violations, which may result in a temporary injunction without bond. In such civil action, the court may also issue mandatory injunctions commanding any person to comply with the requirements of the Act.

REPORTING BURDEN

Public reporting burden for this collection of information is estimated to average two (2) hours per respondent, including reviewing existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information, including suggestions for reducing this burden, to the Office of Management and Budget, Paperwork Project Director, Statistical Methods and Research, EI-21, 1000 Independence Avenue SW, Forrestal Building, Washington, DC 20503. A person is not required to respond to a collection of information if it does not display a valid OMB number.

DISCLOSURE OF INFORMATION

The following information reported on this survey will be protected and not disclosed to the public to the extent permitted by the Freedom of Information Act (FOIA), 5 U.S.C. §552; the U.S. Department of Energy (DOE) regulations, 10 C.F.R. §201.6; and the Federal Information Security Act, 18 U.S.C. §1905:

All information associated with the "Survey Contact" and the "Supervisor Information" on Schedule 1.

All other information reported on Form EIA-112 is considered public information and may be publicly released if it is not exempt from release under the Freedom of Information Act. The Administration Act requires EIA to provide company-specific data to other federal agencies when requested for such information. It also be made available, upon request, to another component of DOE, any committee of Congress, the Government Accountability Office, or any other entity authorized by law to receive such information. A court of competent jurisdiction may obtain this information in response to a request for information for any nonstatistical purposes such as administrative, regulatory, law enforcement, or adjudicatory purposes.

SCHEDULE 1

PART 1: IDENTIFICATION

For respondents using the Secure File Transfer option, Part 1 shall be completed in its entirety. For those using contact and other information within the portal itself.

Enter your "Entity Name" as it appears in the opening email.

Enter the EIA ID Number. Please refer to your emailed survey letter for your unique ID. If you do not have a number.

Enter the contact information for the primary survey contact, who is the person who has primary responsibility in answering any questions about the submitted data, this is the person whom EIA will contact first.

Enter the contact information for the primary survey contact's supervisor.

Enter the Respondent Type that best describes your entity.

PART 2: SUBMISSION INFORMATION

This part contains information on suitable modes of submission. More details are found previously in these instructions.

PART 3: STATES AND SERVICES

For Question 1, "In how many states does your establishment provide electricity and/or natural gas service to residents of the United States, including Alaska, Hawaii, Guam, American Samoa, the Northern Mariana Islands, the U.S. Virgin Islands, Puerto Rico, and the District of Columbia and Puerto Rico, if applicable," please provide the total number of states for which your utility provides service, regardless of any customers having any disconnections.

For Question 2, "Does your establishment provide only electricity service, only natural gas service, or both electricity and natural gas service (in any state)?" please select one and only one option. If you provide both electricity and natural gas in one or more states, please select "Both electricity & natural gas" as your answer.

SCHEDULE 2

For each state represented in the total states in Schedule 1 – Question 1, complete one table in Schedule 2 – Part 4. If you operate in more than one state, complete only one table in Schedule 2, for two states complete two tables, and so on. If you operate in more than one state, use the Portal webform option at <https://survey.eia.gov>.

You may provide both electricity and natural gas services in particular states. Each table in Schedule 2 – Part 4 is for a specific utility type (electricity or natural gas) combination, and you shall complete as many tables as state by utility type combinations. For example, if you provide both electricity and natural gas in each of those states, you will need to complete four (4) tables.

PART 4: RESIDENTIAL UTILITY TOTAL CUSTOMERS, FINAL NOTICES, DISCONNECTIONS, AND RECONNECTIONS FOR THE REPORTING YEAR

More detailed definitions of terms are provided previously in this document and on the form itself.

For each table in Schedule 2, select ONLY ONE of either “Electricity” or “Gas” depending on what service you provide. Do not enter customer data in any table. If you provide both electricity and natural gas in one state, please complete two tables.

For each table in Schedule 2, select ONLY ONE state in which you provide utilities, including the District of Columbia.

For each table in Schedule 2, please provide data for each month of ONLY the reporting year, starting with January. The reporting year is clearly displayed on the form.

In Line 1 of each table, enter the total number of residential, including multifamily, customers, regardless of delivery method.

In Line 2 of each table, enter the total number of residential, including multifamily, final notices sent out to customers for bill nonpayment.

In Line 3 of each table, enter the total number of residential, including multifamily, disconnections for bill nonpayment.

In Line 4 of each table, enter the total number of residential, including multifamily, reconnections for bill nonpayment.

If you encounter any reporting issues, concerns, barriers, or limitations or if you would like to identify any unusual circumstances, please use the comment area and provide a detailed explanation of your specific issues. Examples include moratoriums, record keeping limitations, difficulty differentiating between electricity vs. natural gas disconnections, etc. You may also provide any comment you feel is pertinent to provide context to your reporting.

ADDITIONAL INSTRUCTIONS FOR SCHEDULE 2

If the area for which you provide services is under a disconnection moratorium, you may enter zeroes as appropriate.

Do NOT combine electricity and natural gas final notices, disconnections, and reconnections. Different dual-fuel customers may be affected by another utility. Each of these affected customers shall only be counted once per disconnection type (i.e. no double counting).

ONLY report final notices, disconnections, and reconnections for bill nonpayment reasons. Do NOT report other reasons for disconnection, such as damage. Do NOT report voluntary reasons, such as moving out of the dwelling.

ONLY report for residential, including multifamily, customers. Any other customers, including commercial customers, are not to be reported. Do not recognize commercial dwellings, such as apartment buildings, as a non-residential customer. For the purposes of this survey, only report data included in your reported data.

If you typically respond to the EIA-861 or the EIA-857 but do not have the appropriate records to report these data, you may still be able to complete the survey. Some common departments within responding utilities that may have the disconnected customers, etc. If another department is more apt to report these data, you may notify us with their contact information. You may contact us by email at eia4usa@eia.gov or call us at 1-855-EIA4USA.

For questions or additional information about the Form EIA-112, c

Email: EIA4USA@eia.gov

Survey	
	OMB NO.: xxxx-xxxx Expiration Date: x/xx/20xx Burden Hours: 2.0 Version: 2024.01 Due Date: Feb 28, [yyyy]
<p>I penalties, and other sanctions as provided by law. For concerning the confidentiality of information in the make to any agency or department of the United</p>	
<p>ollects information on customer counts, final notices, ased on the data collected from this form will be made I trends of utility disconnections. The EIA-112 aims to reviously named the Low-Income Heating Energy ie LIHEAP by providing reliable metrics on the frequency</p>	
<p>alties and other sanctions as provided by Title 15 U.S.C. Agency or Department of the United States any false,</p>	
<p>rtial customers. During the first collection cycle, these 76. For the following two cycles, these entities will</p>	

ess during trans-mission.

-112, are available at [https://www.eia.gov/survey/#eia-](https://www.eia.gov/survey/#eia-112)

esses. The secure hypertext transfer protocol (HTTPS)
Files must be saved to your personal computer. EIA

[/www.eia.gov/survey/#eia-112](https://www.eia.gov/survey/#eia-112)

alty of not more than \$12,937 each day for each
ary restraining order or a preliminary or permanent
erson to comply with these reporting requirements.

including the time for reviewing instructions, searching
of information. Send comments regarding this burden
the U.S. Energy Information Administration, Office of
: 20585-0670; and to the Office of Information and
ond to the collection of information unless the form

that it satisfies the criteria for exemption under the
R. §1004.11, implementing the FOIA; and the Trade

n company identifiable form. The Federal Energy
official use. The information reported on this form may
ment Accountability Office, or other federal agencies
esponse to an order. The information may be used for

g the EIA Respondent Portal option, you may verify your

mber, please contact us and we will advise you of the

n submitting the form with accurate information. If there

ructions.

esidential customers? Please include the District of
as electricity OR natural gas service. This is a total

lectricity and natural gas services to residential customers
more of your states, but only one type of utility in all

Part 4 for each state. For example, for one state
in three (3) states, please use the EIA Respondent

1 represents one state by utility type (i.e. electricity OR
nple, if you operate in two states and provide both

DISCONNECTIONS FOR EACH STATE IN EACH MONTH OF

provide. Do NOT combine Electricity and Natural Gas
iles.

umbia and Puerto Rico, if applicable.

January and ending with December. The reporting year is

inquency status.

omers for bill nonpayment reasons.

yment reasons.

ment reasons.

ual aspects or fluctuations in the information you
al situation. These can include disconnection
ons, difficult differentiating between residential and
unique situation.

priate. Please provide a comment detailing this situation.

el utilities may disconnect one utility before disconnecting
ble counting or duplicate reporting.)

er involuntary reasons, such as safety concerns or storm

mers, shall not be reported. Furthermore, your utility may
of this survey, these types of customers shall be

lata, you may need to locate someone else within your
nection data may include accounting, finance, customer
ion, and we will send them the necessary information to

ontact EIA

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Entity Name: _____
EIA ID: _____ Please refer to your emailed su

PART 1: IDENTIFICATION

Survey Contact: Person to contact with questions about this form.

Contact Information		
Name		
Title		
Address		
City	State	
Email		
Telephone		
Supervisor Information		
Name		
Title		
Address		
City	State	
Email		
Telephone		

Respondent Type

Cooperative		Political Subdivision	
Federal		Private	
Investor-Owned		State	
Municipal		Other	

PART 2: SUBMISSION INFORMATION

Completed form(s) must be filed no later than February 28 following the end of the reporting year.

Form may be submitted using one of the following methods:

Secure File Transfer:

<https://signon.eia.doe.gov/upload/noticeoog.jsp>

EIA Respondent Portal:

<https://survey.eia.gov>

Questions?

eia4usa@eia.gov

1-855-EIA4USA (1-855-342-4872)

PART 3: STATES AND SERVICES

1. In how many states does your establishment provide electricity and/or natural gas service to District of Columbia and Puerto Rico, if applicable.

Number of states → Complete one table in Schedule 2 for each state. For Schedule 2, for two states complete two tables, and so on. If you operate option at <https://survey.eia.gov>.

2. Does your establishment provide only electricity service, only natural gas service, or both electricity and natural gas service to your customers (in any state)?

Electricity only

Natural gas only

Both electricity & natural gas - In Schedule 2, report Electricity and Gas in

For questions or additional information about the Form EIA-112, c

Email: EIA4USA@eia.gov

[illegible]

example, for one state complete only one table in
in more than three (3) states, please use the webform

Electricity and natural gas services to residential

formation in separate tables.

Contact EIA



Independent Statistics and Analysis
**U.S. Energy Information
Administration**

**FORM EIA-1
Residential Utility Discon**

Entity Name:

PART 4: RESIDENTIAL UTILITY TOTAL CUSTOMERS, FINAL NOTICES, DISCONNECTIONS, AND RECONNECT

	Electricity	()	Gas	()					
	State #1			JAN [yyyy]	FEB	MAR	APR	MAY	JUN
1	Total customers								
2	Final notices								
3	Disconnections								
4	Reconnections								

	Electricity	()	Gas	()					
	State #2			JAN [yyyy]	FEB	MAR	APR	MAY	JUN
1	Total customers								
2	Final notices								
3	Disconnections								
4	Reconnections								

	Electricity	()	Gas	()					
	State #3			JAN [yyyy]	FEB	MAR	APR	MAY	JUN
1	Total customers								
2	Final notices								
3	Disconnections								
4	Reconnections								

DEFINITIONS

- **CUSTOMER:** each utility-owned meter at a residential dwelling or building (except in cases where multiple heating, space heating, etc.) in the same dwelling/building, the customer is the dwelling/building to avoid
- **TOTAL CUSTOMERS:** grand total sum of residential, including multifamily, customers served regardless of
- **RESIDENTIAL, INCLUDING MULTIFAMILY:** single family dwellings, mobile homes, and individually and multi-unit dwellings primarily for space and water heating, air conditioning, lighting, refrigeration, cooking, and laundry.
- **FINAL NOTICES:** the last notice sent to residential customers via mail, email, phone, and/or text a day or more before a disconnect notice, delinquent notice, late notice, shut-off or cut-off notice, or termination notice).
- **DISCONNECTIONS:** the involuntary shut-off of a residential customer's electricity and/or natural gas service (due to bill nonpayment reasons; excludes voluntary disconnections).
- **RECONNECTIONS:** the turning back on of electricity and/or natural gas service to a residential customer after a service disconnect, reactivation, or turn-on).
- **BILL NONPAYMENT REASONS:** situations when residential customers are unable to or fail to pay their utility bills for electricity and/or natural gas service will be, is, or has been disconnected as a result.

Additional Comments: Explain any reporting issues, concerns, barriers, or limitations, identify any data not reported for the reference year (like a disconnection moratorium, etc.), or any other comments (To separate one comment from another, press ALT + ENTER.)



.12 nections Survey	OMB NO.: xxxx-xxxx Expiration Date: x/xx/20xx Burden Hours: 2.0 Version: 2024.01 Due Date: Feb 28, [yyyy]				
	Reporting Year:				
IONS FOR EACH STATE IN EACH MONTH OF THE REPORTING YEAR					
JUL	AUG	SEP	OCT	NOV	DEC [yyyy]
JUL	AUG	SEP	OCT	NOV	DEC [yyyy]
JUL	AUG	SEP	OCT	NOV	DEC [yyyy]
le metering is used for special services (for example, water the potential for duplicate reporting. of payment status, including non-delinquent customers.					
aster-metered multifamily dwellings where energy is consumed					
more before being disconnected (also called a final notice,					
vice(s) (also called a service disconnect, cut-off or turn-off, or					
whose service was previously involuntarily disconnected (also					
ccount balance, are in arrears or debt, and their electricity and/or					
ny unusual aspects or fluctuations in the information s you want to provide.					

