

## Public Utilities

### Goal

- Periodic, industry-wide matching for electric, telephone, water, cable, and cellular service providers to identify any public utility customers for whom CSE is looking.
- Periodic identification of customers of member-owned public utilities who are on the arrears registry and interception of payments that the public utility plans to make to those customers (e.g. refund, rebate, credit, patronage dividend, capital distribution).

### Areas for Improvement

- CSE is currently looking for some parents (or potential parents, in the case of paternity actions) for whom a public utility has a current, good address.
- Public utilities are currently making payments to delinquent obligors that could be intercepted and applied to the customer's unpaid child support.

### Action Steps – Areas for Change

- Data match agreements with:
  - Electric – cooperatives and investor-owned
  - Telephone – cooperatives and investor-owned
  - Water – cooperatives and municipal
  - Cable
  - Cellular – state or national-level matches
- Mandatory, not voluntary
- Procedures for matches conducted by CSE or by the public utility
  - Secure information exchange
  - Use of Administrative Subpoenas
  - Minimum information disclosed as needed to match customers
    - SSN as common identifier
  - Retain confidentiality and use of information only for permitted purposes
- Methods for exchanging information electronically
  - Subpoena
  - Data file
  - Notice of Lien
  - Written demand letter
  - Electronic payment
- Proposals from Task Force
  - No additional recommendations beyond those included in other areas