

FAQs for Survey Form EIA-112

What is the purpose of the EIA-112?

The data collected on this form are used to monitor the status and trends of utility disconnections. The EIA-112 aims to better inform policymakers with authority over the Low-Income Home Energy Assistance Program (LIHEAP), (previously named the Low-Income Heating Energy Assistance Program). Data from the new survey will aid in setting appropriate levels of budgetary support for the LIHEAP by providing reliable metrics on the frequency of utility disconnections among commodities and between states.

Who are the targeted respondents?

Respondents are electric power entities and natural gas entities that serve residential customers.

What type of data will be collected?

The Residential Utility Disconnections Survey collects data on customer counts, final notices, disconnections, and reconnections in all 50 states plus the District of Columbia and Puerto Rico. This includes residential and multifamily customers.

How are respondents be selected?

During the first collection cycle, these entities will comprise the frames of Form EIA-861 (small entities filing EIA-861S are excluded) and Form EIA-176. For the following two cycles, these entities will comprise the combined samples of Form EIA-861M and Form EIA-857.

Is my data and any Personally Identifiable Information (PII) protected?

Yes. The information reported on this survey will be protected and not disclosed to the public to the extent that it satisfies the criteria for exemption under the Freedom of Information Act (FOIA), 5 U.S.C. §552; the U.S. Department of Energy (DOE) regulations, 10 C.F.R. §1004.11, implementing the FOIA; and the Trade Secrets Act, 18 U.S.C. §1905:

Are incentives provided to respondents?

No, incentives such as money or reimbursements are not provided to respondents.

How will the data be collected from respondents?

The primary mode of data collection will be through the EIA Respondent Portal, accessible at <https://survey.eia.gov>. Respondents will need to register into the portal to gain access to their webform. Instructions on how to register are provided [HERE](#).

Secondary modes of data collection, such as submission through Secure File Transfer Protocols (SFTP) and phone data collection, may also be offered on a case-by-case basis.

What is the estimated burden to respondents?

Public reporting burden for this collection of information is estimated to average two (2) hours per respondent, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.

Is this survey mandatory?

Yes. This report is mandatory under Title 15 U.S.C. §772(b). Failure to comply may result in criminal fines, civil penalties and other sanctions as provided by Title 15 U.S.C. §797. Title 18 U.S.C. §1001 makes it a criminal offense for any person knowingly and willingly to make to any Agency or Department of the United States any false, fictitious, or fraudulent statements as to any matter within its jurisdiction.

How will respondents be notified to complete the EIA-112?

Respondents will receive an invitation email with detailed instructions on completing the survey. There will also be reminder emails to ensure timely responses. For any non-respondents past the due date, we will conduct phone follow-up where we will either remind you to complete the survey or ask if you would like to complete the survey over the phone with us.

How do you define “Customer?”

A customer is each utility-owned meter at a residential dwelling or building (except in cases where multiple metering is used for special services (for example, water heating, space heating, etc.) in the same dwelling/building, the customer is the dwelling/building to avoid the potential for duplicate reporting.

How do you define “Residential, Including Multifamily?”

These are single-family dwellings, mobile homes, and individually and master-metered multifamily dwellings where energy is consumed primarily for space and water heating, air conditioning, lighting, refrigeration, cooking, and laundry.

How do you define “Final Notices?”

The final notice is the last notice sent to residential customers via mail, email, phone, and/or text a day or more before being disconnected (also called a final notice, disconnect notice, delinquent notice, late notice, shut-off or cut-off notice, or termination notice).

How do you define “Disconnections?”

A disconnection is the involuntary shut-off of a residential customer's electricity and/or natural gas service(s) (also called a service disconnect, cut-off or turn-off, or termination) due to bill nonpayment reasons; excludes voluntary disconnections.

How do you define “Reconnections?”

A reconnection is the turning back on of electricity and/or natural gas service to a residential customer whose service was previously involuntarily disconnected (also called a service reconnect, reactivation, or turn-on).

How do you define “Bill Nonpayment Reasons?”

Bill nonpayment reasons are situations when a residential customer is unable to or fails to pay their account balance, is in arrears or debt, and their electricity and/or natural gas service will be, is, or has been disconnected as a result.

How do you define “Other Involuntary Reasons?”

Other Involuntary Reasons are situations when a residential customer's electricity and/or natural gas service will be, is, or has been involuntarily disconnected due to reasons other than bill nonpayment, such as for equipment tampering, use of non-standard equipment, weather impacts, safety concerns, etc.

My company operates in multiple states and/or my company supplies both electricity and natural gas. Do I have to complete separate surveys?

No, the webform and other modes of submission allow you to only complete one survey form for your company. The one survey form will include spaces to enter information separately for multiple states and for electricity and/or natural gas customers in each state. If you prefer to complete multiple forms, you will need to contact EIA Customer Service at eia4usa@eia.gov or call 1-855- EIA4USA.

My company does not distinguish between voluntary and involuntary reasons for disconnections. Should I still complete a survey?

Yes. If you are unable to distinguish between voluntary and involuntary reasons for service disconnections, please indicate as such in the survey and please provide a detailed comment of your unique circumstances. Best estimates are acceptable.

My company does not distinguish between bill nonpayment and other involuntary reasons. Should I still complete a survey?

Yes. If you are unable to distinguish between bill nonpayment and other involuntary reasons, please provide a detailed comment of your circumstances. Best estimates are acceptable when reporting.

My company does not distinguish between customer type (i.e. residential vs. commercial customers). Should I still complete a survey?

Yes. If you are unable to distinguish between residential and commercial customers, please provide a detailed comment of your unique circumstances.

My company classifies multifamily residences, like apartment buildings, as commercial customers instead of residential. Should I still complete a survey?

Yes. If you are unable to include multifamily customer counts in your residential counts, please indicate such in the survey and provide a detailed comment of your unique circumstances. You may use your best estimate when reporting your data.

I received the notification to complete this survey, but I do not have records for this information. Who in my company might have the requested information?

Some common departments within responding utilities that may have the disconnection data may include accounting, finance, customer billing, etc. If another department is more apt to report these data, you may notify us with their contact information, and we will send them the necessary information to complete the survey. You may contact us by email at eia4usa@eia.gov or call us at 1-855-EIA4USA.

Whom can I contact if I have further questions?

You may contact our customer service email address at eia4usa@eia.gov or call us at 1-855-EIA4USA.

There is also a feedback section in the survey where you can comment on your experience with the survey.