

OBLIGATION TO SERVE IN EVERY STATE

STATE	CITATION / LINK	TEXT
Alabama	<u>ALA. CODE §37-1-49</u>	37-1-49. Duty of utility to render adequate service and maintain facilities. Every utility shall maintain its plant, facilities and equipment in good operating condition and shall set up and maintain proper reserves for renewals, replacements and reasonable contingencies. Every utility shall render adequate service to the public and shall make such reasonable improvements, extensions and enlargements of its plants, facilities and equipment as may be necessary to meet the growth and demand of the territory which it is under the duty to serve.
Alaska	<u>ALASKA STAT. §42.05.291</u>	42.05.291. Standards of service and facilities. (a) Each public utility shall furnish and maintain adequate, efficient, and safe service and facilities. This service shall be reasonably continuous and without unreasonable interruption or delay.
Arizona	<u>ARIZ. REV. STAT. §40-361(B).</u>	40-361. Charges by public service corporations required to be just and reasonable; service and facilities required to be adequate, efficient and reasonable; rules and regulations relating to charges or service required to be just and reasonable (b) Every public service corporation shall furnish and maintain such service, equipment and facilities as will promote the safety, health, comfort and convenience of its patrons, employees and the public, and as will be in all respects adequate, efficient and reasonable.
Arkansas	<u>ARK. CODE ANN. §23-3-113</u>	23-3-113. Adequate service, facilities, etc., to be provided. (a) Every public utility shall furnish, provide, and maintain such adequate and efficient service, instrumentalities, equipment, and facilities as shall promote the safety, health, comfort, requirements, and convenience of its patrons, employees, and the public.
California	<u>CAL. PUBLIC UTIL. CODE §451</u>	451. All charges demanded or received by any public utility, or by any two or more public utilities, for any product or commodity furnished or to be furnished or any service rendered or to be rendered shall be just and reasonable. Every unjust or unreasonable charge demanded or received for such product or commodity or service is unlawful. Every public utility shall furnish and maintain such adequate, efficient, just, and reasonable service, instrumentalities, equipment, and facilities, including telephone facilities, as defined in Section 54.1 of the Civil Code, as are necessary to promote the safety, health, comfort, and convenience of its patrons, employees, and the public. All rules made by a public utility affecting or pertaining to its charges or service to the public shall be just and reasonable.

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Colorado	<u>COLO. REV. STAT.</u> <u>§40-3-101(2)*</u> <u>and</u> <u>40-3.5-101(2-4).</u>	<p>40-3-101 (2) Reasonable charges - adequate service. (2) Every public utility shall furnish, provide, and maintain such service, instrumentalities, equipment, and facilities as shall promote the safety, health, comfort, and convenience of its patrons, employees, and the public, and as shall in all respects be adequate, efficient, just, and reasonable.</p> <p>40-3.5-101 (2-4). Application - reasonable charges - adequate service. (1) This article shall be applicable within the authorized electric and natural gas service areas of each municipal utility that lie outside the jurisdictional limits of such municipality. Insofar as municipal utilities establish rates, charges, and tariffs and any regulations pertaining thereto in accordance with the provisions of this article, the provisions of section 40-1-104 and articles 4, 6, and 7 of this title shall not apply; except that section 40-4-105 shall apply with respect to the crossing of railroad rights-of-way. Nothing in this article shall be construed as limiting the applicability of article 5 of this title. (2) All charges made, demanded, or received by any municipal utility for any rate, product, or commodity furnished or to be furnished or any service rendered or to be rendered shall be just, reasonable, and sufficient. (3) Every municipal utility shall furnish, provide, and maintain such service, instrumentalities, equipment, and facilities as shall promote the safety, health, comfort, and convenience of its patrons, its employees, and the public, and as shall in all respects be adequate, efficient, just, and reasonable. (4) For the purposes of this article, "municipal utility" means a municipal natural gas or electric utility.</p>
Connecticut	<u>CONN. GEN. STAT.</u> <u>§16-20(b).</u>	<p>16-20. Inadequate service or unreasonable rates; petition to authority. Small community water system rates and service. (b) If any public service company or private water company unreasonably fails or refuses to furnish adequate service at reasonable rates to any person within the territorial limits within which the company has, by its charter, authority to furnish the service or, in the case of a nonfranchised, nonchartered private water company, the general territorial limits within which it operates, and if no other specific remedy is provided in this title or in regulations adopted thereunder, the person may bring a written petition to the Public Utilities Regulatory Authority alleging the failure or refusal. The authority shall investigate and, not more than sixty days after receipt of a petition, (1) if appropriate, issue an order prescribing the service to be furnished by the company, the conditions under which and maximum rates or charges at which the service shall be furnished, or (2) order that a hearing be held on the matter or that the matter be set for alternative dispute resolution....</p>

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Connecticut <i>(cont.)</i>	<u>CONN. GEN. STAT. §16-20(b).</u>	(cont.) If at any time during such sixty-day period, any party in interest requests a hearing, the authority shall, after notice to all parties and not more than ninety days after receiving the request, hold a hearing and, if appropriate, issue an order prescribing the service to be furnished by the company and the conditions under which and maximum rates or charges at which the service shall be furnished.
Delaware	<u>DEL. CODE ANN. TIT. 26, §209</u>	209 Standards, classifications, regulations, practices, measurements, services, property and equipment of public utility. (a) The Commission may, after hearing, by order in writing: (1) Fix just and reasonable standards, classifications, regulations, practices, measurements or services to be furnished, imposed, observed and followed thereafter by any public utility; (2) Require every public utility to furnish safe and adequate and proper service and keep and maintain its property and equipment in such condition as to enable it to do so. (b) Nothing contained in this section shall be construed to conflict with the power of the Commission to consider the efficiency sufficiency, consistency and adequacy of the facilities provided and the services rendered by any public utility as a factor in determination.
Florida	<u>FLA. STAT. §366.03</u>	366.03. General duties of public utility. Each public utility shall furnish to each person applying therefor reasonably sufficient, adequate, and efficient service upon terms as required by the commission. No public utility shall be required to furnish electricity or gas for resale except that a public utility may be required to furnish gas for containerized resale. All rates and charges made, demanded, or received by any public utility for any service rendered, or to be rendered by it, and each rule and regulation of such public utility, shall be fair and reasonable. No public utility shall make or give any undue or unreasonable preference or advantage to any person or locality, or subject the same to any undue or unreasonable prejudice or disadvantage in any respect.
Georgia	<u>GA. CODE ANN. §46-2-20(c).</u>	46-2-20. Jurisdiction of commission generally; powers and duties of commission generally. (c) The commission may, either by general rules or by special orders in particular cases, require all companies under its supervision to establish and maintain such public services and facilities as may be reasonable and just.

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Hawaii	<u>Haw. Pub. Util. Comm'n, Gen. Order No. 7, Standards for Electric Utility Service, para. 1.2(a).</u>	<p>1.2 APPLICATION OF RULES The following rules shall apply to any electric utility operating within the State of Hawaii, under the jurisdiction of the Public Utilities Commission of the State of Hawaii. a.) These rules are intended to promote safe and adequate service to the public, to provide standards for uniform and reasonable practices by utilities, and to establish a basis for determining the reasonableness of such demands as may be made by the public upon the utilities</p>
Idaho	<u>IDAHO CODE §61-302</u>	<p>61-302. Maintenance of adequate service. Every public utility shall furnish, provide and maintain such service, instrumentalities, equipment and facilities as shall promote the safety, health, comfort and convenience of its patrons, employees and the public, and as shall be in all respects adequate, efficient, just and reasonable.</p>
Illinois	<u>220 ILL. COMP. STAT. 5/8-101</u>	<p>8-101. Duties of public utilities; nondiscrimination. A public utility shall furnish, provide, and maintain such service instrumentalities, equipment, and facilities as shall promote the safety, health, comfort, and convenience of its patrons, employees, and public and as shall be in all respects adequate, efficient, just, and reasonable. All rules and regulations made by a public utility affecting or pertaining to its charges or service to the public shall be just and reasonable. A public utility shall, upon reasonable notice, furnish to all persons who may apply therefor and be reasonably entitled thereto, suitable facilities and service, without discrimination and without delay.</p>
Indiana	<u>IND. CODE §8-1-2-4</u> -	<p>8-1-2-4. Services to public; rates and charges. Sec. 4. Every public utility is required to furnish reasonably adequate service and facilities. The charge made by any public utility for any service rendered or to be rendered either directly or in connection therewith shall be reasonable and just, and every unjust or unreasonable charge for such service is prohibited and declared unlawful. The commission, in order to expedite the determination of rate questions, or to avoid unnecessary and unreasonable expense, or to avoid discrimination in rates between classes of customers, or, whenever in the judgment of the commission public interest so requires, may, for ratemaking and accounting purposes, or either of them, consider a single municipality and/or two (2) or more municipalities and/or the adjacent and/or intervening rural territory as a regional unit where the same utility serves such region, and may within such region prescribe uniform rates for consumers or patrons of the same class. Nothing in this chapter contained shall authorize any public utility during the remainder of the term of any grant or franchise under which it may be acting on May 1, 1913, to charge for any service, in such grant or franchise contracted, exceeding the maximum rate or rates therefor, if any, that may be fixed in such grant or franchise.</p>

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Iowa	<u>IOWA CODE</u> <u>§476.8</u>	<p>476.8 Utility charges and service. 1. Every public utility is required to furnish reasonably adequate service and facilities. "Reasonably adequate service and facilities" for public utilities furnishing gas or electricity includes programs for customers to encourage the use of energy efficiency and renewable energy sources. The charge made by any public utility for any heat, light, gas, energy efficiency and renewable energy programs, water or power produced, transmitted, delivered or furnished, sanitary sewage or storm water collected and treated, or communications services, or for any service rendered or to be rendered in connection therewith shall be reasonable and just, and every unjust or unreasonable charge for such service is prohibited and declared unlawful. In determining reasonable and just rates, the board shall consider all factors relating to value and shall not be bound by rate base decisions or rulings made prior to the adoption of this chapter</p>
Kansas	<u>KAN. STAT. ANN.</u> <u>§66-101(b).</u>	<p>66-101b. Electric public utilities; efficient and sufficient service; just and reasonable rates. Every electric public utility governed by this act shall be required to furnish reasonably efficient and sufficient service and facilities for the use of any and all products or services rendered, furnished, supplied or produced by such electric public utility, to establish just and reasonable rates, charges and exactions and to make just and reasonable rules, classifications and regulations. Every unjust or unreasonably discriminatory or unduly preferential rule, regulation, classification, rate, charge or exaction is prohibited and is unlawful and void. The commission shall have the power, after notice and hearing in accordance with the provisions of the Kansas administrative procedure act, to require all electric public utilities governed by this act to establish and maintain just and reasonable rates when the same are reasonably necessary in order to maintain reasonably sufficient and efficient service from such electric public utilities.</p>
Kentucky	<u>KY. REV. STAT. ANN.</u> <u>§278.030(2).</u>	<p>278.030 Rates, classifications and service of utilities to be just and reasonable -- Service to be adequate -- Utilities prohibited from energizing power to electrical service where seal is not present. (2) Every utility shall furnish adequate, efficient and reasonable service, and may establish reasonable rules governing the conduct of its business and the conditions under which it shall be required to render service.</p>

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Louisiana	<u>LA. STAT. ANN.</u> <u>§45:122</u>	<p>122. Extensions of services and facilities, requirement of. The Louisiana Public Service Commission has authority to require electric public utilities furnishing electricity to make extensions of their services and facilities whenever the revenues to be derived from the proposed extensions will be sufficient to provide a fair return upon the fair value of the facilities used and useful in rendering additional service.</p>
Maine	<u>ME. STAT. TIT. 35-A,</u> <u>§ 301(1).</u>	<p>301. Safe facilities; just and reasonable rates 1. Facilities. Every public utility shall furnish safe, reasonable and adequate facilities and service.</p>
Maryland	<u>MD. CODE ANN.,</u> <u>PUB. UTIL. § 5-303</u>	<p>5-303. A public service company shall furnish equipment, services, and facilities that are safe, adequate, just, reasonable, economical, and efficient, considering the conservation of natural resources and the quality of the environment.</p>
Massachusetts	<u>MASS. GEN. LAWS</u> <u>164, §92*</u> and <u>220 MASS. CODE</u> <u>REGS. 11.04(9)(a).</u>	<p>Mass. Gen. Laws. Right of user to gas or electricity. Sec. 92. On written petition of any person, having a residence or place of business in a town where a corporation is engaged in the manufacture, transmission or sale of gas or the distribution of electricity, aggrieved by its refusal or neglect to supply him with gas or electricity, the department may, after notice to the corporation to appear at a time and place therein named to show cause why the prayer of such petition should not be granted, issue an order directing and requiring it to supply the petitioner with gas or electricity, upon such terms and conditions as are legal and reasonable; provided, however, that if such corporation is engaged in such town solely in the transmission of gas such order shall not be made where it appears that compliance therewith would result in permanent financial loss to the corporation. Grants of locations in the streets, lanes and highways of such town for the pipes or lines necessary to the supplying of gas or electricity in pursuance of such an order by a corporation solely engaged as aforesaid shall be subject to the provisions of sections eighty-six to ninety-one, inclusive.</p> <p>220 Mass Code Regs. 11.04 (9)(a) Standard Offer Generation Service and Default/Basic Generation Service. (a) Each Distribution Company shall have the obligation to provide Standard Offer Generation Service and Default/Basic Generation Service to Customers within its Service Territory who are not receiving Generation Service from a Competitive Supplier, consistent with the provisions set forth in 220 CMR 11.04(9)(b) and (c).</p>

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Michigan	<u>MICH. COMP. LAWS §460.10</u>	<p>10. The purpose of sections 10a through 10bb is to do all of the following: (a) To ensure that all persons in this state are afforded safe, reliable electric power at a competitive rate. (b) To improve the opportunities for economic development in this state and to promote financially healthy and competitive utilities in this state. (c) To maintain, foster, and encourage robust, reliable, and economic generation, distribution, and transmission systems to provide this state's electric suppliers and generators an opportunity to access regional sources of generation and wholesale power markets and to ensure a reliable supply of electricity in this state.</p>
Minnesota	<u>MINN. STAT. §216B.04</u>	<p>216B.04 STANDARD OF SERVICE. Every public utility shall furnish safe, adequate, efficient, and reasonable service; provided that service shall be deemed adequate if made so within 90 days after a person requests service. Upon application by a public utility, and for good cause shown, the commission may extend the period for not to exceed another 90 days.</p>
Mississippi	<u>MISS. CODE ANN. §77-3-33</u>	<p>77-3-33. Rates, classifications and service of utilities. (1) No rate made, deposit or service charge demanded or received by any public utility shall exceed that which is just and reasonable. Such public utility, the rates of which are subject to regulation under the provisions of this article, may demand, collect and receive fair, just and reasonable rates for the services rendered or to be rendered by it to any person. Rates prescribed by the commission shall be such as to yield a fair rate of return to the utility furnishing service, upon the reasonable value of the property of the utility used or useful in furnishing service. (2) Such utility shall furnish adequate, efficient and reasonable service, and may establish reasonable rules governing the conduct of its business and the conditions under which it shall be required to render service. The commission may, after hearing upon reasonable notice had, upon its own motion or upon complaint, ascertain and fix just and reasonable standards, regulations and practices of service which are to be furnished, imposed, observed and followed by all public utilities. The commission may require the service, rules and regulations of each public utility to be filed with the commission and subjected to its approval or to such changes therein as the commission reasonably may require. Practices required or sanctioned pursuant to the provisions hereof shall supersede other requirements of law.</p>
Missouri	<u>MO. REV. STAT. §393.130</u>	<p>393.130. Safe and adequate service — charges — certain home rule cities, interest accrual, when — 1. Every gas corporation, every electrical corporation, every water corporation, and every sewer corporation shall furnish and provide such service instrumentalities and facilities as shall be safe and adequate and in all respects just and reasonable.</p>

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Missouri (<i>cont.</i>)	<u>MO. REV. STAT.</u> <u>§393.130</u>	<p>(cont.) All charges made or demanded by any such gas corporation, electrical corporation, water corporation or sewer corporation for gas, electricity, water, sewer or any service rendered or to be rendered shall be just and reasonable and not more than allowed by law or by order or decision of the commission. Every unjust or unreasonable charge made or demanded for gas, electricity, water, sewer or any such service, or in connection therewith, or in excess of that allowed by law or by order or decision of the commission is prohibited.</p>
Montana	<u>MONT. CODE ANN.</u> <u>§69-3-201</u>	<p>69-3-201. Utilities To Provide Adequate Service At Reasonable Charges. Utilities to provide adequate service at reasonable charges. Every public utility is required to furnish reasonably adequate service and facilities. The charge made by any public utility for any heat, light, power, water, or regulated telecommunications service produced, transmitted, delivered, or furnished or for any service to be rendered as or in connection with any public utility shall be reasonable and just, and every unjust and unreasonable charge is prohibited and declared unlawful.</p>
Nebraska	<u>NEB. REV. STAT.</u> <u>§70-1101</u>	<p>70-1101. Declaration of policy. It is hereby declared to be the policy of the state to provide for dependable electric service at the lowest practical cost to all of the citizens of the state, including the residents of cities and villages.</p>
Nevada	<u>NEV. REV. STAT.</u> <u>§704.040</u>	<p>704.040 Public utilities required to provide reasonably adequate service and facilities; charges for services required to be just and reasonable; unjust and unreasonable charges unlawful; applicability; fair and impartial regulation of telecommunication providers; levy and collection of assessment for deposit in fund to maintain availability of telephone service; regulations concerning independent administrator to certify or recertify eligibility of customers for lifeline service; termination of service to certify or recertify eligibility for lifeline service under certain circumstances. 1. Every public utility shall furnish reasonably adequate service and facilities. Subject to the provisions of subsection 3, the charges made for any service rendered or to be rendered, or for any service in connection therewith or incidental thereto, must be just and reasonable. 2. Every unjust and unreasonable charge for service of a public utility is unlawful.</p>

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New Hampshire	<u>N.H. REV. STAT. ANN. §374:1</u>	374:1 Service. – Every public utility shall furnish such service and facilities as shall be reasonably safe and adequate and in all other respects just and reasonable.
New Jersey	<u>N.J. STAT. ANN. §48:3-3(a)</u>	48:3-3. Improper service; refusal or withholding of service (a) No public utility shall provide or maintain any service that is unsafe, improper or inadequate, or withhold or refuse any service which reasonably can be demanded or furnished when ordered by the board.
New Mexico	<u>N.M. STAT. ANN. §62-8-2</u>	62-8-2. Service. Every public utility shall furnish adequate, efficient and reasonable service.
New York	<u>N.Y. PUB. SERV. LAW §65(1)</u>	65. Safe and adequate service; just and reasonable charges; unjust discrimination; unreasonable preference; protection of privacy. 1. Every gas corporation, every electric corporation and every municipality shall furnish and provide such service, instrumentalities and facilities as shall be safe and adequate and in all respects just and reasonable. All charges made or demanded by any such gas corporation, electric corporation or municipality for gas, electricity or any service rendered or to be rendered, shall be just and reasonable and not more than allowed by law or by order of the commission. Every unjust or unreasonable charge made or demanded for gas, electricity or any such service, or in connection therewith, or in excess of that allowed by law or by the order of the commission is prohibited.
North Carolina	<u>N.C. GEN. STAT. §62-131(b)</u>	62-131. Rates must be just and reasonable; service efficient. b) Every public utility shall furnish adequate, efficient and reasonable service.
North Dakota	<u>N.D. CENT. CODE §49-04-01</u>	49-04-01. Public utility to provide adequate service. Every public utility shall furnish, provide, and maintain such service, instrumentalities, equipment, and facilities as shall promote the safety, health, comfort, and convenience of its patrons, employees, and the public, and as shall be in all respects adequate, convenient, just, and reasonable, and without any unjust discrimination or preference

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Ohio	<u>OHIO REV. CODE ANN. §4905-22</u>	<p>4905.22. Service and facilities required - unreasonable charge prohibited. Every public utility shall furnish necessary and adequate service and facilities, and every public utility shall furnish and provide with respect to its business such instrumentalities and facilities, as are adequate and in all respects just and reasonable. All charges made or demanded for any service rendered, or to be rendered, shall be just, reasonable, and not more than the charges allowed by law or by order of the public utilities commission, and no unjust or unreasonable charge shall be made or demanded for, or in connection with, any service, or in excess of that allowed by law or by order of the commission.</p>
Oklahoma	<u>Okla. Gas & Elec. Co. v. Wilson & Co., 288 P. 316, 322 (Okla. 1930). (citing Okla. Gas Co. v. Corp. Comm'n, 211 P. 401 (Okla. 1922)).</u>	<p>"In Oklahoma Gas Electric Co. v. Wilson Co., 146 Okla. 272, 288 P. 316 (1930), the plaintiff sought to require ONG to supply it with gas at the same rate as similarly situated customers." (Payne)</p>
Oregon	<u>OR. REV. STAT. §757.020</u>	<p>757.020 Duty of utilities to furnish adequate and safe service at reasonable rates. Every public utility is required to furnish adequate and safe service, equipment and facilities, and the charges made by any public utility for any service rendered or to be rendered in connection therewith shall be reasonable and just, and every unjust or unreasonable charge for such service is prohibited.</p>
Pennsylvania	<u>66 PA. CONS. STAT. §1501</u>	<p>1501. Character of service and facilities. Every public utility shall furnish and maintain adequate, efficient, safe, and reasonable service and facilities, and shall make all such repairs, changes, alterations, substitutions, extensions, and improvements in or to such service and facilities as shall be necessary or proper for the accommodation, convenience, and safety of its patrons, employees, and the public. Such service also shall be reasonably continuous and without unreasonable interruptions or delay. Such service and facilities shall be in conformity with the regulations and orders of the commission. Subject to the provisions of this part and the regulations or orders of the commission, every public utility may have reasonable rules and regulations governing the conditions under which it shall be required to render service. Any public utility service being furnished or rendered by a municipal corporation beyond its corporate limits shall be subject to regulation and control by the commission as to service and extensions, with the same force and in like manner as if such service were rendered by a public utility. The commission shall have sole and exclusive jurisdiction to promulgate rules and regulations for the allocation of natural or artificial gas supply by a public utility.</p>

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Rhode Island	<u>39 R.I. GEN. LAWS §39-2-1(a).</u>	<p>39-2-1. Reasonable and adequate services — Reasonable and just charges. (a) Every public utility is required to furnish safe, reasonable, and adequate services and facilities. The rate, toll, or charge, or any joint rate made, exacted, demanded, or collected by any public utility for the conveyance or transportation of any persons or property, including sewage, between points within the state; or for any heat, light, water, or power produced, transmitted, distributed, delivered, or furnished; or for any telephone or telegraph message conveyed; or for any service rendered or to be rendered in connection therewith, shall be reasonable and just, and every unjust or unreasonable charge for the service is prohibited and declared unlawful, and no public utility providing heat, light, water, or power produced, transmitted, distributed, delivered, or furnished shall terminate the service or deprive any home or building, or whatsoever, of service if the reason therefor is nonpayment of the service without first notifying the user of the service, or the owner, or owners, of the building as recorded with the utility of the impending service termination by written notice at least ten (10) days prior to the effective date of the proposed termination of service.</p>
South Carolina	<u>S.C. CODE ANN. §58-27-1510</u>	<p>58-27-1510. Service shall be adequate, efficient and reasonable. Every electrical utility shall furnish adequate, efficient and reasonable service.</p>
South Dakota	<u>S.D. CODIFIED LAWS §49-34A-2</u>	<p>49-34A-2. Service required of utilities. Every public utility shall furnish adequate, efficient, and reasonable service.</p>
Tennessee	<u>TENN. CODE. ANN. §65-4-114</u>	<p>65-4-114 – Service requirements. The commission has the power, after hearing, upon notice, by order in writing, to require every public utility, as defined in § 65-4-101, to: (1) Furnish safe, adequate, and proper service and to keep and maintain its property and equipment in such condition as to enable it to do so; and (2) Establish, construct, maintain, and operate any reasonable extension of its existing facilities where, in the judgment of the commission, such extension is reasonable and practicable, and will furnish sufficient business to justify the construction, operation, and maintenance of the same, and when the financial condition of the public utility affected reasonably warrants the original expenditure required in making such extension, or to abandon any service when, in the judgment of the commission, the public welfare no longer requires the same.</p>

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Texas	<u>TEX. UTIL. CODE ANN. §186.002</u> and <u>TEX. UTIL. CODE ANN. §38.001</u>	<p>186.002. POLICY. (a) Continuous service by a public utility is essential to the life, health, and safety of the public. A person's wilful interruption of that service is a public calamity that cannot be endured. (b) A public utility is dedicated to public service. The primary duty of a public utility, including its management and employees, is to maintain continuous and adequate service at all times to protect the safety and health of the public against the danger inherent in the interruption of service. (c) Each court and administrative agency of this state shall: (1) recognize the policy stated in this section; and (2) interpret and apply this subchapter in accordance with that policy.</p> <p>38.001. GENERAL STANDARD. An electric utility and an electric cooperative shall furnish service, instrumentalities, and facilities that are safe, adequate, efficient, and reasonable.</p>
Utah	<u>UTAH CODE ANN. §54-3-1</u>	<p>54-3-1. Charges must be just; service adequate; rules reasonable. All charges made, demanded or received by any public utility, or by any two or more public utilities, for any product or commodity furnished or to be furnished, or for any service rendered or to be rendered, shall be just and reasonable. Every unjust or unreasonable charge made, demanded or received for such product or commodity or service is hereby prohibited and declared unlawful. Every public utility shall furnish, provide and maintain such service, instrumentalities, equipment and facilities as will promote the safety, health, comfort and convenience of its patrons, employees and the public, and as will be in all respects adequate, efficient, just and reasonable. All rules and regulations made by a public utility affecting or pertaining to its charges or service to the public shall be just and reasonable. The scope of definition "just and reasonable" may include, but shall not be limited to, the cost of providing service to each category of customer, economic impact of charges on each category of customer, and on the well-being of the state of Utah; methods of reducing wide periodic variations in demand of such products, commodities or services, and means of encouraging conservation of resources and energy..</p>
Vermont	<u>VT. STAT. ANN. TIT. 30 §219</u>	<p>219. Service. Each company subject to supervision under this chapter shall be required to furnish reasonably adequate service, accommodation, and facilities to the public. The charge made by any such company for any product or service shall be reasonable and without discrimination, except as provided in this chapter.</p>

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Virginia	<u>VA. CODE ANN.</u> <u>§56-234(A)</u>	<p>56-234. Duty to furnish adequate service at reasonable and uniform rates. (A) It shall be the duty of every public utility to furnish reasonably adequate service and facilities at reasonable and just rates to any person, firm or corporation along its lines desiring same. Notwithstanding any other provision of law...</p>
Washington	<u>WASH. REV. CODE.</u> <u>§80.28.010</u> and <u>§80.28.110*</u>	<p>80.28.010--Duties as to rates, services, and facilities— Limitations on termination of utility service for residential heating and of electric or water utility service during heat-related alerts. (1) All charges made, demanded or received by any gas company, electrical company, wastewater company, or water company for gas, electricity or water, or for any service rendered or to be rendered in connection therewith, shall be just, fair, reasonable and sufficient. Reasonable charges necessary to cover the cost of administering the collection of voluntary donations for the purposes of supporting the development and implementation of evergreen community management plans and ordinances under RCW 80.28.300 must be deemed as prudent and necessary for the operation of a utility. (2) Every gas company, electrical company, wastewater company, and water company shall furnish and supply such service, instrumentalities and facilities as shall be safe, adequate and efficient, and in all respects just and reasonable.</p> <p>80.28.110. Service to be furnished on reasonable notice. Every gas company, electrical company, wastewater company, or water company, engaged in the sale and distribution of gas, electricity or water or the provision of wastewater company services, shall, upon reasonable notice, furnish to all persons and corporations who may apply therefor and be reasonably entitled thereto, suitable facilities for furnishing and furnish all available gas, electricity, wastewater company services, and water as demanded, except that a water company may not furnish water contrary to the provisions of water system plans approved under chapter <u>43.20</u> or <u>70A.100</u> RCW and wastewater companies may not provide services contrary to the approved general sewer plan.</p>
West Virginia	<u>W. VA. CODE</u> <u>§24-3-1</u>	<p>24-3-1. Adequate facilities; safety appliances; reasonable rates; railroad switch connections; discontinuing service. Every public utility subject to this chapter shall establish and maintain adequate and suitable facilities, safety appliances or other suitable devices, and shall perform such service in respect thereto as shall be reasonable, safe and sufficient for the security and convenience of the public, and the safety and comfort of its employees, and in all respects just and fair, and without any unjust discrimination or preference. All charges, tolls and rates shall be just and reasonable, and no change shall be made in any tariffs, rates, joint rates, tolls, schedules or classifications except as herein provided....</p>

OBLIGATION TO SERVE IN EVERY STATE

STATE	CITATION / LINK	TEXT
Wisconsin	<u>WIS. STAT.</u> <u>§196.03</u>	<p>196.03 Utility charges and service; reasonable and adequate. (1) Subject to s. 196.63, a public utility shall furnish reasonably adequate service and facilities. The charge made by any public utility for any heat, light, water, telecommunications service or power produced, transmitted, delivered or furnished or for any service rendered or to be rendered in connection therewith shall be reasonable and just and every unjust or unreasonable charge for such service is prohibited and declared unlawful.</p>
Wyoming	<u>WYO. STAT. ANN.</u> <u>§37-3-112</u>	<p>37-3-112. Service to be adequate and safe; regulations to be just and reasonable; unjust discrimination or undue preference as to service prohibited. The service and facilities of every public utility shall be adequate and safe and every service regulation shall be just and reasonable. The commission shall have the authority to investigate, consider and determine standards for availability or reliability of service that are objectively established by rule consistent with commonly accepted industry standards. It shall be unlawful for any public utility to make or permit to exist any unjust discrimination or undue preference with respect to its service, facilities or service regulations. This provision shall not be construed as prohibiting a public utility from establishing classifications which distinguish among its various services, facilities or service regulations if the classifications are not unduly discriminatory among the customers in the same class of service.</p>

Read the full report

<https://buildingdecarb.org/decarbNation-obligation-to-serve>

Note: With the exception of the statutes with asterisks (Colorado, Massachusetts and Washington), these citations have been identified by Heather Payne through original research and first appear in her article [“Unservice: Reconceptualizing the Utility Duty to Serve in Light of Climate Change” \(2022\)](#) in the appendix. I am building upon her work by adding the links and text for these citations for easy access and distribution. The statutes marked by asterisks have been identified by advocates as additional relevant statutes for obligation to serve, demonstrating that there is some ambiguity in even knowing which part of the law to target to fully address the obligation to serve.