

# MORATORIUM EXTENDED



Due to financial constraints occasioned by the lockdown and similar initiatives meant to curb the spread of the coronavirus, Eversource, National grid, and Columbia Gas have moved to ease the burden on community members. These three utility companies have decided to suspend the collection of payments up to the month of April. The companies have taken such drastic measures because many people under lockdown have seen their wages and income reduced or ceased completely. This has resulted in financial turmoil, meaning most people continue to struggle with their bills. Those with outstanding bills are required to speak with the utility companies to come up with a payment plan.

**NOTE:** *Customers will still have to clear the debts accrued once the state of emergency is lifted.*

**BEWARE of SCAMS:** The COVID-19 outbreak has led to an increase in scam activity. Be wary of any unsolicited calls that threaten to disconnect your utility service and that demand payment by unusual means. Utility companies will never ask for your personal information over the phone in this manner and does not accept payments via gift cards or other common tools used by scammers.

## EVERSOURCE

### **EVERSOURCE** | *Suspended Disconnections and Late Fees During the COVID-19*

Eversource is supporting their customers through this challenging time, by:

- Suspending disconnection of service for non-payment.
- Eliminating late payment charges.
- Offering a special, flexible payment plan <https://www.eversource.com/content/ema-c/residential/my-account/billing-payments/help-pay-my-bill> – with no down payment – for any past-due amount.
- Providing energy-saving tips and resources <https://www.eversource.com/content/ema-c/residential/save-money-energy/energy-efficiency-tips/seasonal-energy-saving-tips> to help you manage any potential increase in your energy use and costs now that many families are spending their weekdays at home.

## nationalgrid

### **NATIONAL GRID** | *Suspended Disconnections and Late Fees During the COVID-19*

National Grid recognizes that certain customers may experience financial difficulty as a result of the coronavirus outbreak, whether they or a family member fall ill, are required to quarantine, or because their income is otherwise affected. We hope to alleviate our affected customers' concerns about their electricity and natural gas service during this time.

As a result, National Grid is temporarily suspending collections-related activities, including service disconnections, to lessen any financial hardship the COVID-19 pandemic may have on National Grid customers. These policies are effective immediately and will be in place through the end of April. We will evaluate their continued need at that time. Please note that regular billing will continue for all customers.

## Columbia Gas®

### **COLUMBIA GAS** | *Columbia Gas* <https://www.columbiagas.com/>

Columbia Gas suspend shutoffs for nonpayment in response to the COVID-19 pandemic, effectively immediately. This suspension will apply to residential, commercial and industrial customers and will remain in effect until further notice. In addition, Columbia Gas will offer its most flexible payment plans to customers who indicate either an impact or hardship as a result of COVID-19 and will suspend late payment charges until May 1.