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COVID-19 Customer Support Programs

The District has taken the following measures to assist customers experiencing financial hardships as a result of the COVID-19 Pandemic. These measures are in addition to the Low-Income Senior and Extended Vacancy programs already available. The COVID-19 measures will remain in effect until the expiration of the Governor's Proclamation #20-23.

- No finance charges will be applied for late payments.
- Payment arrangements will be offered to customers to pay past due amounts.
- The delinquency period has been extended from six to eight months.
- Delinquent accounts will not be sent to Collections.
- Automatic re-enrollment for current Low-Income Senior program participants.
- Information made available about local customer assistance programs

