

# Additional Information



- Arrangements will be offered to ***residential*** consumers who have fallen behind on their payments during these trying times up to 12 months. These arrangements will be based on equal payments and will be granted on an individual case-by-case basis.
- All ***residential*** consumers who meet the requirements for these arrangements due to COVID-19 will be contacted by a personal phone call or letter. If you feel you are eligible for these arrangements and do not receive a letter or phone call, please contact a SLECA Member Services Representative.
- Failure to pay your bill in full or accept an arrangement plan will result in disconnection of service.
- Consumers failing to make payment of their current bill and arrangement will be considered a broken arrangement and will be subject to disconnect.
- Consumers disconnected for broken arrangements will be responsible for any balance owed to SLECA prior to their services being reconnected.
- SLECA will not file a negative report or negative filling with any credit reporting agency against any consumer that has fallen behind on their bill during these times.
- Failure to receive a phone call, letter or bill does not forgive a consumer of their payment obligations.

