



May 15, 2020

Re: Pascoag Utility District's Plan to Resume Credits and Collections

Dear Ms. Massaro,

Pascoag Utility District (PUD) recognizes the economic impact COVID-19 has had on the residents of our District. In an effort to accommodate PUD's customers who are suffering financial hardships due to the pandemic, PUD will increase the minimum disconnection amount to balances over \$100. For those who have balances over the disconnection amount, PUD will continue to customize payment arrangements that best suit our customers on an individual basis. We currently offer payment arrangements from 3 months to 36 months, and down payments as low as zero dollars in certain cases that are necessary. Pascoag Utility is also fortunate enough to have the support from several local charitable organizations who work together to provide financial assistance for Burrillville residents, specifically with their electric bills, in addition to rent, heat and food.

Pascoag Utility District plans to notify our customers of the reinstatement of electric disconnections on the Pascoag Utility website, our social media accounts, Code Red phone calls and messages on our online bill pay portal. We will also utilize these avenues to advertise our long and short-term payment arrangements that are available to our customers. PUD will continue to notify our customers who are in danger of disconnections via mail, email and automated phone calls. Accounts that are terminated will be assessed on an individual basis and Pascoag Utility will offer a down payment for reconnection as low as 25% of the balance.

Pascoag Utility District has always been flexible and responsive to our customers' needs and we feel that these methods will provide our customers with the information they need to prevent disconnections, when possible.

If you have any questions, please contact me at 401-567-1257.

Sincerely,

Toriana Rudis

Head Clerk