



# Behind on your EPB payments?

We can help. Call now to avoid disconnection.

To help our customers during the COVID-19 crisis, EPB temporarily suspended disconnections and late fees for all our customers. We must now continue normal billing practices in accordance with legal requirements.

Disconnections will resume on October 1, 2020 so **it is critical that you call us immediately.**

We're ready to work with you to keep your services on. There is available utility assistance including special COVID assistance for people who have never asked for help before. Please call us now to learn more.

## Steps you can take to keep your services connected:

### 1. Call us immediately at 423-648-1372.

Even if you can't pay in full, you can avoid disconnection by setting up a payment plan to catch up on your bill over an extended period of time.

### 2. We'll refer you to assistance.

When you call EPB, we'll refer you to local resources for those who are struggling financially. Funds are limited, so call as soon as possible to ensure you apply for help while funds are available.

Even if you can't pay the full amount, you can avoid disconnection by setting up a payment plan to catch up on your bill over time.

Call 423-648-1372 anytime day or night.

# Frequently Asked Questions

**Q. I am unable to make payments of any kind. Are there resources available to help me pay my bills?**

**A.** Yes, you can either call us at 423-648-1372 and we will help put you in contact with local resources, or you can call United Way's 2-1-1 center for referrals.

**Q. What options are available for me if I cannot pay my bill in full right now?**

**A.** Call us right away at 423-648-1372. We want to work with you to prevent your services from being disconnected. We'll help with options including:

1. Referrals to local resources for assistance.
2. Set you up to catch up on your bills over time while keeping your services on.
3. You can sign up for EPB Pre-Pay Power and a portion of what you add to your account will be used to pay down your past-due balance.

**Q. What is EPB's Pre-Pay Power program?**

**A.** Pre-Pay Power works a lot like putting gas in your car (or using a prepaid mobile phone). You can add funds to your account when it's convenient for you and receive usage alerts to let you know when your balance is low.

If you run out of funds, just pay enough to bring your Pre-Pay balance up to \$50, and we'll reconnect your electricity within minutes without a re-connect fee.

Here some of the main ways you'll benefit from Pre-Pay:

- No security deposit
- No late fees
- No reconnect fees
- No paper bill or disconnect notice
- Receive usage alerts via email
- Pay as much as you can whenever you can

**Q: Do I have to pay my bill now?**

**A:** Everyone that can pay their bill should continue to do so by their due date. The temporary suspension of disconnects and late fees ends October 1. If you need assistance, please make arrangements to catch up over time. This allows you more time to pay off any outstanding balances while keeping your services connected.

**Q: I have a question about my account or bill. Who do I contact?**

**A:** EPB's customer service team is available to assist you 24/7/365. You can call us at 423-648-1372 or chat with us online at [epb.com](http://epb.com).