

## RESIDENTIAL Plan Details and Eligibility

### 4-Month Equal Installment

Equal installment payment on the total account balance over a four-month period

#### Eligibility

- Financial hardship
- On-time payment on future monthly bills for the duration of the plan

### 6-Month Equal Installment

Equal payments on the past due amount over a six-month period due with current bill

#### Eligibility

- Financial Hardship
- Credit history - No more than one disconnection notice\*
- Account balance  $\geq$  \$600
- On-time payment of future monthly bills for the duration of the plan

### 12-Month Equal Installment

Equal installment payment on the total account balance over a twelve-month period

#### Eligibility

- Financial hardship: Unemployed at any point since March 2020
- Credit history - No disconnection notices\*
- On-time payment of future monthly bills for the duration of the plan

### Deferred Start 4-Month or 6-Month Equal Installment Plan

Equal installment payment on the total account balance over a four-month or six-month period, starts after two months

#### Eligibility

- Financial hardship: Unemployed at any point since March 2020
- Credit history - No disconnection notices\*
- On-time payment of future monthly bills after two months and for the duration of the payment plan

\* Credit history period: 12-month payment history pre-COVID (March 2019 to February 2020).

## COMMERCIAL Plan Details and Eligibility

### 4-Month Equal Installment

Equal installment payment on the total account balance over a four-month period

#### Eligibility

- Financial hardship
- On-time payment on future monthly bills for the duration of the plan

### 6-Month Equal Installment

Equal payments on the past due amount over a six-month period due with current bill

#### Eligibility

- Financial Hardship
- Credit history - No more than one disconnection notice\*
- Account balance  $\geq$ \$600
- On-time payment of future monthly bills for the duration of the plan

\* Credit history period: 12-month payment history pre-COVID (March 2019 to February 2020).