

UTILITY COMPANY

COVID-19 SERVICE POLICY



Arkansas Oklahoma Gas Company (AOG) announced a suspension of service disconnections to any customers who are having a hard time paying their bill. This policy will remain in effect until April 30, 2020. At that time the company will evaluate whether to extend the suspension. [Click here for more information.](#)



Arkansas Valley Electric Cooperative (AVECC) will be continuing to suspend service disconnections for residential and business customers until April 17, 2020, due to the ongoing COVID-19 pandemic. [Click here for more information.](#)



Wave Rural Connect will be continuing to suspend service disconnections for residential and business customers until April 17, 2020, due to the ongoing COVID-19 pandemic. [Click here for more information.](#)



AT&T is proud to support our customers by pledging that, for the next 60 days (as of March 13, 2020), we won't terminate service and will waive late payment fees of any wireless, home phone or broadband residential or small business customer due to an inability to pay their bill as a result of the coronavirus pandemic. [Click here for more information.](#)



For the next 60 days through May 15, we agree to: *Not terminate internet or telephone service to any residential or small business customer because of an inability to pay their bills due to disruptions caused by the pandemic. *Waive any internet or telephone late fees that residential or small business customers incur because of their economic circumstances related to the pandemic. [Click here for more information.](#)



During this time, our commitment at OG&E centers around two vital purposes – one is ensuring you continue to receive reliable electric service and, two, working with state and community leaders to prevent the spread of COVID-19. During the next 30 days, we are also suspending all disconnections for nonpayment. [Click here for more information.](#)



Due to the COVID-19 pandemic, VBMU is suspending penalties and non-payment disconnections through May 31, 2020. Throughout this time, we will continue evaluating ways to support our residents, businesses, and industries while providing safe, adequate water and sewer services. VBMU remains committed to maintaining the City's Public Water and Sewer System, while ensuring it operates safely, efficiently, and in compliance with State and Federal Regulations. [Click here for more information.](#)



Will waive late fees our residential or small business customers may incur because of the economic circumstances related to the coronavirus. And we will not terminate service to any of our residential or small business customers because of their inability to pay their bills due to hardships caused by the coronavirus. [Click here for more information.](#)