



Dear valued EnergyUnited member,

This is a courtesy message to inform you that Executive Order 142, which suspended utility service disconnections through July 30, has now expired. EnergyUnited responded proactively to economic forecasts related to the pandemic and made the decision to suspend disconnections and waive late fees for members, effective March 17. Since then, the Governor issued two executive orders *requiring* utilities to suspend disconnections. The most recent order, EO 142, expired on July 30.

We understand that some members who continue to face financial hardship are increasingly concerned about what the expiration of this order means. Rest assured, EnergyUnited has been working diligently to extend emergency financial relief to individuals in need through the EnergyUnited Foundation. Meanwhile, we have also created a page on our website to provide a central location for our members to find helpful information on local utility bill assistance programs that may be available in their county. This information can be found by visiting energyunited.com/assistance.

We encourage all members who are facing financial hardship to explore these resources from the EnergyUnited Foundation, from the Department of Social Services and from many other local nonprofit agencies that offer utility bill assistance programs.

While you seek out these resources, also know that our Customer Care Team is working behind the scenes to develop installment billing solutions for members with past due balances. We will also be providing a nine-month repayment plan option to help ease financial concerns. A letter with more information on our installment billing and repayment plans will be sent to members in September.

If you have any questions about our COVID-19 response efforts or you are interested in receiving any future updates, please visit energyunited.com/coronavirus and follow EnergyUnited on Facebook, Twitter or Instagram.

Thank you for being a valued member of EnergyUnited. We hope you and your families remain safe and well in the weeks ahead and encourage you to check out the above resources for help in navigating through these unprecedented times.

Sincerely,

A handwritten signature in black ink, appearing to read 'H. Wayne Wilkins', is written over a thin horizontal line.

H. Wayne Wilkins
Chief Executive Officer
EnergyUnited

****Note: All EnergyUnited Foundation applicants must meet the required criteria to be eligible to receive assistance.***