

## Frequently Asked Questions

### How do I request a payment extension on my bill?

If you are unable to pay your bill in full, please contact the Member Care Department at 1-800-239-4602. Please keep in mind that you must call before the due date in order to make an extension, and you are allowed only four (4) extensions within a 12-month period.

Once the bill is past due and subject to disconnection, an extension is no longer an option. Also, once an extension is made the terms must be kept or the service will be disconnected and the account must be paid in full including all fees and additional deposits before power will be restored.