



AVANGRID

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# **Taking Action on Behalf of CT's Businesses: Public Utility Companies' Response to COVID-19**

- ❖ Commercial Disconnects – stopped as of 3/17/2020
- ❖ Disconnect Notices – being sent out with updated verbiage as of 3/18/2020
- ❖ Stopped Late Payment Charges as of 3/17/2020
- ❖ Waived deposit requirements as of 3/17/2020
- ❖ Grant new service to customers regardless if they owe a balance



### ❖ Payment Arrangements

- ❖ Any commercial/industrial customer that is unable to continue with their existing payment arrangement can renegotiate term for a more affordable monthly payment
- ❖ Commercial/Industrial customers looking for new payment arrangement will be offered a low/no initial payment and extended term (up to 24 months)
- ❖ Defer 1<sup>st</sup> payment until July 1, 2020 for business that are currently shut down
- ❖ Service will not be denied regardless of previous balance (any existing balance will be transferred to your new account)





- ❖ Enhanced communication
  - ❖ Proactive contact with C&I customers, municipalities
  - ❖ Weekly check ins on hospital facilities
- ❖ Donated to \$200k to support local business centric entities and regional chambers of commerce
  - ❖ BRBC, GVCC, GNHCC, REX
  - ❖ Utilize this channel to further communicate with businesses
  - ❖ Assist and retaining existing businesses
- ❖ Accelerated Private Area Light LED conversion
  - ❖ Represents 35% saving, with no customer investment
  - ❖ Covers Municipal, Educational, Small and large business





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