

RE: Update on Electric Utility Bill Disconnect Moratorium:

After review and consideration, the Arkansas Public Service Commission finds that it is not in the public interest to lift the moratorium on past due electric accounts immediately but to announce **a target date of May 3, 2021** to lift the moratorium on electric utility disconnections.

This letter is an attempt by South Central Arkansas Electric Cooperative to prevent an abrupt disconnection of your electric service in the event you have not reached a payment agreement with the cooperative when the appropriate time comes.

Furthermore, it would be in the best interest of the member who has a past due account to:

1. Attempt to pay the balance through LIHEAP funds as they become available.
2. Find other available funding organizations and opportunities.
3. Utilize stimulus funds to erase delinquent balances, or a portion thereof.

South Central Arkansas Electric Cooperative's plan is to allow a member who has an account with a past due balance of over 60 days to sign an installment agreement. The agreement will include the current bill in full plus a portion of the delinquent amount.

We encourage you to call the offices listed below for additional assistance. Financial assistance is available as scheduled funding opportunities allow.

Central Arkansas Development Council (CADDC)
(501) 603-0909 or <https://www.cadc.com/utility-assistance>

Community Action Program for Central Arkansas (CAPCA)
(501) 329-3891 or <https://www.capcainc.org/liheap/>

South Central Arkansas Electric Cooperative's goal is to establish a path for the member who has endured a hardship through the impact of the COVID-19 pandemic to continue to receive electric service through one of the above options. If you have questions, feel free to call us at 870-246-6701 to speak to one of our member service representatives. You may also email us at info@scaec.com.

Sincerely,

South Central Arkansas Electric Cooperative