

## COVID -19 Delinquent Accounts Policy

In voluntary compliance with Department of Public Utilities order to Investor-Owned utilities and the Governor's request, the Wakefield Municipal Gas and Light Department Board of Commissioners has approved the following guidelines related to payment of delinquent accounts during the COVID-19 pandemic.

- All accounts that are delinquent prior to July 1, 2021 without having established a Special Payment Arrangement/Agreement will be eligible for disconnect beginning July 1, 2021.
- WMGLD will comply with the communications requests and begin notifying our customers concerning delinquent balances beginning May 1, 2021.
- WMGLD will resume our normal disconnection schedule for delinquent accounts after July 1, 2021. If an account is delinquent and a payment plan has not been made by July 1, 2021, the service will be subject to shut-off.