

## Covid-19 Operating Policy 3

### **Partial Payment Arrangements for Past Due Amounts**

Once the effective time period of Covid-19 Operating Policy 1 has expired, CDE Lightband will resume disconnection of service for non-payment of accounts. Any amount that would have previously been subject to disconnection for non-payment except for the provisions of Covid-19 Operating Policy 1 will be due.

In order to not place extreme burdens on customers with past due amounts that were not collected due to Covid-19 Operating Policy 1, CDE Lightband will modify the Standard Partial Payment Program guidelines contained in Operating Policy No. 2-8. For any amount that is past due and was not disconnected for non-payment, CDE will allow the amount to be equally divided into the number of bills that should have already been paid plus three. For instance, if a customer is behind on two monthly bills that should have already been collected, CDE Lightband will divide the delinquent amount into up to five equal monthly payments (2 months behind plus 3).

The customer must pay all current bills by its due date plus the payment of the agreed to monthly amount of the delinquent bills. Failure to pay the current bill and the monthly payment by the due date of the current bill will make the customer subject to disconnection of service for non-payment at which time the entire customer balance will be due.