

FOR IMMEDIATE RELEASE

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Independence Light & Power, Telecommunications Urges Customers to Make Arrangements As Winter Moratorium Ends

IL&P,T urges electric customers who are behind on their bills to make payment arrangements with the utility to avoid service disconnection. Iowa's winter moratorium on residential service disconnection ends **April 1**. After that date, utilities statewide may begin to disconnect service to customers who are past due on payment of their electric bills.

"We understand that situations can arise, and we want to help our customers make suitable arrangements. That being said, we also have a responsibility to do what we can to collect unpaid bills in order to keep rates low for all of our customers," said **Linda Kress, Office Manager**.

Please note if your account is affected by Energy Assistance, you will need to bring the account up to date by 7:00 a.m. Monday, April 2, 2018 to avoid any interruption in service. If you are eligible for a payment agreement, any arrangements would need to be made before 7:00 a.m. Monday, April 2, 2018. Please be aware if you are already on a broken payment agreement with the Utility, then you would be ineligible for a new one.

To go over payment options and make arrangements, please call **IL&P,T** at (319) 332-0100 between **7:00 a.m.-4:00 p.m., Monday – Friday**.

Resources are available to eligible households through Iowa's Low-Income Heating Energy Assistance Program (LIHEAP). For more information, call the Iowa Department of Human Rights at 515-281-0859 or visit <https://humanrights.iowa.gov/dcaa/liheap>.

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