



## Local Utilities Current Policies

**Cascade Natural Gas:** “The company is suspending any disconnections of service related to nonpayment and filed requests within its regulatory commission for a waiver that allows the company to waive all late fees for a customer behind on payments. Cascade Natural Gas encourages customers to reach out to make payment plans if unable to make payments.”

**Century Link:** “We will waive late fees and will not terminate a residential or small business customer’s service for the next 60 days due to financial circumstances associated with COVID-19.” “Today, we committed to the FCC’s ‘Keep Americans Connected Pledge’ outlining these actions. We are also suspending data usage limits for consumer customers during this time period due to COVID-19.”

**Clark County Public Utilities:** “If you are struggling to pay your bill, please let us know and we’ll discuss arrangements and eligibility for assistance. We understand that many families and businesses will be affected by the coronavirus and much is still unknown. We are committed to ensuring that having electricity and, for our water customers, clean and safe water is not an additional worry. Those experiencing economic hardship or financial crisis caused by unexpected loss of work, required quarantine, etc. are encouraged to call us and we can help. Call 360-992-3000.

**Central Electric Cooperative:** “Central Electric Offices Close Starting March 17 For the health and safety of our members and employees, CEC is closing our offices in Bend, Redmond and Sisters to walk-in traffic. During this closure, we will not be disconnecting power or charging late fees.” Call 1-888-522-1130.

**Cowlitz Public Utility:** “If you are struggling with your Utility Bill, one of our customer service representatives would be happy to discuss options and services.” 360.423.2210

**Northwest Natural Gas:** “We will not disconnect customers who can’t make a payment due to impacts caused by the coronavirus. Customers will continue to receive bills and past-due notices. But NW Natural will not send a final shut-off notice and disconnect service.” Make arrangements at [www.nwnatural.com/customerservice/coronavirus](http://www.nwnatural.com/customerservice/coronavirus).

**Pacific Gas & Electric:** “We have voluntarily implemented a [moratorium on service disconnections](#) for non-payment for both residential and commercial customers, effective immediately and until further notice.” Call 1-877-704-8470.

*Have an update or suggestion for our resource list? Email [itsmyunion@ofnhp.org](mailto:itsmyunion@ofnhp.org).  
(updated 3/17/2020)*



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**Pacific Power:** “Pacific Power is temporarily suspending disconnections and late fees for non-payment for customers in Oregon, Washington, and California to support the state of emergency declared in all three states in response to the COVID-19 virus.”

Call 1-888-221- 7070.

**Portland General Electric:** “We have suspended non-payment disconnection. If you need help with your bill, please call us. We'll work with you to find a solution that fits your needs. Here are a few ways to get started if you need help paying your bill: Need more time to pay? You can request a payment extension 24/7 by logging in to your account or calling our automated phone system at the numbers below. Need help? Call us. Our team will work with you to set up a payment plan. You can call us at 503-228-6322 or 800-542-8818 Monday through Friday, 7:00 am to 7:00 pm.”

**Portland Water Bureau:** “The Portland Water Bureau will not disconnect customers' water service due to billing/payment issues during this health emergency and will not charge late fees. It's important that all of our customers have access to clean, safe water, in particular for hand washing. Customers will continue to be responsible for sewer/stormwater/water charges due now and accrued during this time.”

**Xfinity/Comcast: “No Disconnects or Late Fees:** We will not disconnect a customer’s internet service or assess late fees if they contact us and let us know that they can’t pay their bills during this period. Our care teams will be available to offer flexible payment options and can help find other solutions.”

## COVID 19 Emergency Relief Resources for PDX (and Beyond)

- [Utilities/Rent Relief Resource List](#)

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