

# L&R UTILITIES

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318-322-3741

## NOTICE

The Louisiana Public Service Commission (LPSC) required all regulated utilities to suspend customer disconnections due to non-payment through a special order on March 13, 2020 due to the COVID-19 worldwide pandemic. The special order has recently been ratified and terminated effective July 16, 2020. Regulated utilities, such as L&R Utilities, are now allowed to disconnect customers with unpaid balances accrued during the time from of March 13<sup>th</sup> to July 16<sup>th</sup>, 2020 under certain conditions.

You are receiving this notice because you have an unpaid balance currently due L&R Utilities for services rendered from March 13<sup>th</sup> to July 16<sup>th</sup>, 2020. We respectfully request any amounts owed L&R Utilities be paid in order to avoid interruption of services. Please note L&R Utilities did not assess any late payment fees/charges/penalties to your account on unpaid balances accrued from March 13<sup>th</sup> to July 16<sup>th</sup>, 2020.

L&R Utilities offers payment plans to all customers in the event you are financially unable to pay your balance in full. The payment plan will allow any customer to prorate any unpaid balance for up to a twelve-month term. The prorated amount would be added to your regular monthly bill for services rendered over the current billing cycle.

Should you choose to engage in a payment plan for any unpaid balance, call our customer service center at the number listed above to speak to a customer service representative.