

GVEA recognizes its importance to ensuring the economic, environmental and social health of the communities we serve. In the midst of this Coronavirus (COVID-19) pandemic, GVEA's commitment to its members remains firm: to safely provide its member-owners and communities with quality electric service, quality customer service and innovative energy solutions at fair and reasonable prices.

When it became apparent that COVID-19 was going to significantly affect our members, GVEA proactively took the necessary steps to ensure continuity of business. In mid-March, GVEA announced that it would temporarily suspend disconnection of electric service due to non-payment and the assessment of late fees to our members experiencing financial hardship as a result of the COVID-19. More recently, the Governor signed legislation that includes a moratorium of disconnection for residential members during this public health disaster emergency.

These efforts ensure that residential members experiencing a financial hardship due to COVID-19 will continue to receive power without the fear of being disconnected for non-payment during these times. However, there are a couple of steps a residential member must complete in order to qualify for the protections afforded by the new legislation. As a residential member, you must;

- 1) Provide a signed, sworn statement, under penalty of perjury, to GVEA, stating you are experiencing financial hardship related to the COVID-19 public health disaster and,
- 2) Provide a signed Deferred Payment Agreement form to GVEA.

Copies of these forms are available on our website at, [www.gvea.com](http://www.gvea.com), or in the entryway of our Fairbanks office lobby at 758 Illinois Street. If you are having difficulty locating the forms, please call our member services department and copies will be sent to you.

Please understand that although there is a temporary suspension of disconnects, it does not relieve a residential member from their obligations to pay their bills. Therefore, it is important that you continue to make payments, as able, to minimize the impact once this crisis is over.

GVEA urges any member experiencing financial hardship due to COVID-19 to contact our Member Services Department at (907) 452-1151. GVEA's Member Service Representatives are available Monday through Friday between the hours of 8am – 5pm to answer questions regarding your account status.