



Date: April 22, 2020

To: Our Electric Customers

From: Al Livingston Jr., Superintendent of Electric Utilities

Re: Response to COVID-19 Pandemic

Freeport Electric always has, and will continue to work with individual customers who are experiencing hardships. This is especially true as we all deal with the current COVID-19 pandemic.

With our reduced staff, we are working hard to keep the lights on and doing our part to ensure the safe, reliable distribution of electricity to our residents and customers. In return, we are asking those that have the ability to do so to continue to pay their utility bills in a timely fashion, even if it is only a portion of your bills. For those that are experiencing hardships, please know that we have halted all collections and stopped charging late penalties. No one will be disconnected for non-payment during this pandemic.

Since the duration of this event is unclear and the outcome is unknown, we believe it is premature to offer any structured payment agreements. Once this crisis is over, we will work with each customer with any hardships to develop a fair and equitable repayment plan. Please understand that as a municipal utility, we do everything we can to keep our rates as low as possible, but we are not able to waive or forgive any charges.

Our walk-in payment center is open daily from 8:30 a.m. - 4:30 p.m., but we strongly encourage you to take advantage of our online payment services to pay your bills electronically at www.freeportelectric.com (convenience fees apply). You can also mail us your payments using the return envelope included with your monthly statement. Do not come to Village Hall in person unless you absolutely must.

When Freeport is healthy and back to work, we will work with customers on an individual basis. If you have any questions or concerns regarding your bill that require immediate attention, please call our offices Monday through Friday from 8:30 a.m. - 4:30 p.m. at 516-377-2262.

Thank you for your understanding during these difficult times and please stay safe.

Al Livingston Jr.
Superintendent of Electric Utilities

First in Value First in Service

Village of Freeport

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