



# IMPORTANT CUSTOMER NOTICE

**Beginning September 1<sup>st</sup>, 2020, Montana-Dakota Utilities is lifting our suspension of disconnections and late fees for accounts with a past due balance.**

If you have a past-due account, please contact Customer Service to pay your bill or to set up a payment plan to avoid a disconnection. **We have payment plans designed specifically for those impacted financially by COVID-19.** We can also direct you to federal, state, and local agencies that provide financial assistance to pay utility bills. More information is available on our website; [www.montana-dakota.com](http://www.montana-dakota.com), or by scanning the QR code on this notice.

Information for Montana residents seeking protection under Governor Bullock's provisions, can be found on the reverse side of this notice or at our website.

**You can reach Customer Service at 800-638-3278, M-F, 7:30 A.M. - 6:30 P.M.**



## **On May 19, 2020, Governor Bullock issued the following directive:**

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An individual who seeks the protection of the provisions to prevent utility service disconnection after June 1 must make a basic showing to the utility that they are (all three must apply):

- (1) sheltering in place
- (2) are a member of a vulnerable population
- (3) have been financially impacted as a result of the COVID-19 outbreak.

For full details regarding the Governor's Directive, visit <https://covid19.mt.gov/>.

If you have any questions, please contact Montana-Dakota Utilities Customer Service or visit our website.