



UTILITIES

Things to know about UTILITY service during the COVID-19 pandemic.

- On March 16, 2020, the Kentucky Public Service Commission (PSC) ordered all utilities it oversees to stop disconnections for non-payment and to stop charging late payment fees, for at least 30 days in order to provide relief for customers.
- The PSC noted that its order does not apply to municipal (city-owned) utilities which it does not oversee, but it urged them to also temporarily stop non-payment disconnections and late fees.
- You should pay your utility bills if you can. If you are going to have trouble paying a utility bill, you should contact the utility to let them know and to work out payment arrangements if possible.

If you have a utility disconnected in violation of the PSC order, please contact AppalReD Legal Aid. Our offices are currently not accepting walk-in applicants, but you can apply online for our services at www.ardfky.org or call 1-866-277-5733

