

2020 Covid Relief Measures

MEASURE (new)	DESCRIPTION	BENEFIT
Waive Fees	No member action required – automatic.	varies
No Disconnection for Non-payment	Will not disconnect a member who hasn't paid their bill. No member action required – automatic.	varies
Payment Plans	Payment plans to meet any budget. Call us to get started.	varies
Extend Project PAL Benefits (new)	Extend PAL season through June 30th; allow up to two grants within this PAL season (Nov-June). COVID PAL grants would be \$100. Apply for PAL at your Family Resource Center or online: www.opalco.com .	\$100
Energy Assist (EAP) COVID qualified (new)	Members can now qualify by checking COVID box. Monthly bill credit is \$31.41-\$61.41 (depending on household size) and will be available for up to two billing periods through June 30th. First come, first served until funds exhausted. Apply online: www.opalco.com . All EAP participants are also eligible for a \$25 bill credit on their Rock Island bill (show Rock Island your OPALCO bill credit).	\$31.41 - \$61.41/mo + \$25/mo from Rock Island
Energy Assist for Businesses (EAP-C) (new)	Monthly bill credit equal to service access charge for up to two billing periods through June 30th. Apply through COVID-19 Form (online) and requires a payment plan if account has unpaid balances. First come, first served until funds exhausted. All EAP participants are also eligible for a \$25 bill credit on their Rock Island bill (show Rock Island your OPALCO bill credit).	\$67.57/mo + \$25/mo from Rock Island
Switch It Up payment deferrals (new)	Participants in the Switch it Up program can defer their on-bill finance payments for up to six months. Apply through COVID-19 Form (online).	Averages \$75.50/mo
Community Solar Credits for COVID-19 Relief (new)	Participants in the Decatur Community Solar Project will be invited to donate their solar production credits to benefit the Energy Assist (EAP) for the next six months. Email invite will go out to all participants.	varies

We're all in this together!

*April 30, 2020