



Gila River Indian Community Utility Authority

March 18, 2020

Dear GRICUA Residential Customers,

There is a lot of news surrounding the COVID-19 Coronavirus. We want you to know that keeping our customers, communities and employees safe, and keeping your power on, remain our top priorities.


We are aware that the COVID-19 pandemic is having an effect on our residential customers. Given the scale of this event, GRICUA will suspend disconnects of our residential customers for non-payment, though you will still be responsible for paying your bill in full, as well as waive all late payment fees through April 30th, at which time GRICUA will reevaluate this position.

In addition, GRICUA recognizes the importance of its residential customers having power. Therefore, GRICUA has also decided to reconnect residential customers who have been disconnected since January 1, 2020. GRICUA will contact those residential customers to arrange for a safe and secure reconnection. Any GRICUA residential customer, currently disconnected, should reach out to GRICUA to arrange to be reconnected. Please contact GRICUA by calling during our normal business hours of 7:30 am to 4pm Monday through Friday at (520) 796-0600.

While GRICUA is temporarily suspending residential disconnects for non-payment, the charges incurred for the power used are still the customers responsibility and are due and payable on the date shown on the customer's bill statement. Any non-payment or payments less than the full amount will result in the charges being added to the next bill statement. GRICUA implores our residential customers to make every effort to pay your bill on time and in full. Further, GRICUA urges any residential customer that is having difficulty paying their bill in full to call 520-796-0600 and speak with a GRICUA Customer Service Representative (CSR). GRICUA's CSRs will be happy to work with you.

If you have any questions, please call us (520) 796-0600. Please look for updates on our website www.gricua.net or our Facebook page.

Sincerely,


Leonard S. Gold, General Manager
Gila River Indian Community Utility Authority