

Many Oregon internet companies are offering free service; energy and telecommunications utilities are suspending service disconnections, and waiving late fees to support Oregonians impacted by coronavirus. In addition, state and federal programs can provide assistance to qualified individuals and households.

### **Electricity:**

**Pacific Power, Portland General Electric and Idaho Power** will suspend service disconnects and temporarily extend services without late fees to support Oregonians in the face of the outbreak of COVID-19. For more information, call your service provider at the number below:

*Pacific Power: 1-888-221-7070*

*Portland General Electric: 1-800-542-8818*

*Idaho Power: 1-800-488-6151*

The following consumer owned utilities have agreed to discontinue shutoffs for non-payment during the crisis and/or suspend late fees. Please contact your service provider for more details:

*Ashland: 1-541-488-6002*

*Cascade Locks: 1-541-374-8484*

*Central Electric: 1-541-548-2144*

*Central Lincoln PUD: 1-541-265-3211*

*Forest Grove: 1-503-992-3250*

*Hermiston: 1-541-289-2000*

*Hood River Electric: 1-541-354-1233*

*Midstate Electric: 1-541-536-2126*

*Monmouth Power & Light: 1-503-838-3526*

*Northern Wasco PUD: 1-541-296-2226*

*Oregon Trail Electric: 1-866-430-4265*

*Salem Electric: 503-362-3601*

### **Natural Gas:**

**Northwest Natural, Avista, and Cascade Natural Gas** will suspend service disconnects and/or temporarily extend services without late fees to support Oregonians in the face of the outbreak of COVID-19. For more information, call your service provider at the number below:

*Northwest Natural: 1-800-927-6123*

*Cascade Natural Gas: 1-888-522-1130*

*Avista: 1-800-227-9187 (residential), 1-800-936-6629 (commercial)*

### **Internet:**

**Charter:** Starting March 16, Charter will offer free Spectrum broadband and Wi-Fi access for 60 days to households with a K-12 student or college student who do not already have a Spectrum broadband subscription. Installation fees will be waived for new student households as well.

**Comcast:** Comcast is offering low-income families the ability to sign up for Internet Essentials service at no charge for 60 days. For qualified low-income families, the service normally costs \$9.95/month. The company will also open its Wi-Fi hotspots to any American who needs them; click [here](#) for a map of Xfinity WiFi hotspots.

Comcast has also agreed to waive late fees and to not terminate service to any residential or small business customers because of their inability to pay their bills due to the disruptions caused by the coronavirus pandemic, and to not charge for data, over the next 60 days.

**CenturyLink:** CenturyLink is suspending limits on data usage; will waive late fees; and won't terminate a residential or small business customer's service for the next 60 days if the user is suffering financial challenges associated with the coronavirus pandemic.

*Charter: 1-844-488-8395*

*Comcast: 1-855-846-8376 (English); 1-855-765-6995 (Spanish)*

*CenturyLink: 1-866-642-0444*

### **Telecommunications:**

CenturyLink and Frontier, and many other landline telecommunications providers have joined the Federal Communications Commission's Keep Americans Connected Pledge for the next 60 days to:

- not terminate service to any residential or small business customers because of their inability to pay their bills due to the disruptions caused by the coronavirus pandemic;
- waive any late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus pandemic; and
- open its Wi-Fi hotspots to any American who needs them.

*CenturyLink: 1-866-642-0444*

*Frontier: 1-800-921-8101*

### **Bill Assistance Programs:**

For assistance with your energy bills, please contact your county's energy assistance program agency. For the full list and contact information, [click here](#).

**Oregon Lifeline:** A federal and state government program that reduces the monthly cost of phone or broadband services for qualifying low-income Oregon households. For more information, [click here](#).