



ALASKA POWER & TELEPHONE COMPANY

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April 3, 2020

Dear AP&T Customer:

It is our hope that you and your families are safe and healthy. We are all doing our part to “flatten the curve”.

I'd like to follow up on my letter to you on March 18, 2020. Our offices will remain closed to the public until further notice. Rest assured our customer service representatives will be available to answer calls, provide account information, and assist customers with the process of making a payment telephonically or online. Our offices will be available for your calls Monday through Friday, 9am to 4pm and we will also be available to arrange an appointment if necessary.

AP&T suspended service disconnection for any household experiencing a financial hardship related to COVID-19 on March 18, 2020. The Alaska Legislature has now (or will soon) enact SB 241 into law which sets rules for suspending service disconnection. To be eligible for protection under this new legislation you must:

- Sign a form declaring under penalty of perjury that you are experiencing financial hardship related to the COVID-19 health disaster emergency.
- Negotiate and agree to a deferred payment agreement. The agreement will extend to at least November 15, 2020.

During this disaster (until November 15, 2020 or earlier determined by the State of Alaska), those affected by COVID-19 will not be charged late or interest fees. AP&T will also continue to waive data overage fees on ALL broadband accounts through June 30, 2020.

Please contact us if there are other ways we may be of service to you during these trying times. Everyone at AP&T is grateful for the opportunity to serve you.

Sincerely,

President / CEO