



April 7, 2020

UTILITIES DURING THE COVID-19 OUTBREAK

Gas, electricity, and water

While we are still in a state of emergency the Department of Public Utilities (DPU) has told utility companies they must not shut off gas, electric, and water to your home. See the DPU order by going here: <https://tinyurl.com/ue57lpo>.

Once the state of emergency is over, you will be responsible for paying your bill, but the DPU has said that they expect utility companies to make every reasonable accommodation to help you pay your bill before they shut off service to your home.

Internet and cellphone services

If you cannot pay your internet or cell phone bill because of Covid-19, talk to your provider. **Many internet and cell phone companies have agreed not stop service and to waive any late fees.** Providers that have agreed to this include: AT&T, Charter Spectrum, Comcast, Consolidated, Cox, RCN, Sprint, T-Mobile, and Verizon, and a full list is here: <https://tinyurl.com/trc8396>. Additionally, many carriers are providing customers with unlimited or additional minutes and data until May 13, 2020.

If you don't currently have cell phone or internet service, there are free or low-cost options available for both, including:

- Lifeline - Lifeline is a federal program that provides free or low-cost phone or internet service to low-income households. Consumers can apply online by visiting www.CheckLifeline.org/lifeline/.
- Internet Essentials - Low-income families who live in a Comcast service area can apply for Internet Essentials at <https://www.internetessentials.com/> New customers get 60 days of free internet.

More options are available here: <https://tinyurl.com/s38tduf>

If any of your utilities gets shut off, call GBLS's Consumer Rights Unit for assistance at 617-603-1671 and leave a message.