

Pacific Power suspends late fees during pandemic

April 9, 2020



Pacific Power, Del Norte County's electricity provider, announced March 21 that it will suspend issuing late fees or disconnecting service for non-payment during the COVID-19 pandemic.

In support of the stay-at-home directive ordered by the state of California, Pacific Power will reconsider non-essential system upgrades that require planned outages to maintain reliable power to all customers during the COVID-19 public health emergency, announced by press release.

The company will also continue to suspend late payment fees and disconnections for non-payment, as previously announced.

Under Gov. Gavin Newsom's order issued March 19, utility company employees, along with other essential workers, are exempted from the stay-at-home order while performing job duties.

Employees have been informed of this and will carry their ID badges at all times. In most cases, they will be in company-branded vehicles and wearing company safety gear.

Crews will be at work ensuring that power interruptions are minimized during this time where uncertainty is high and most people are housebound.

This is always the company's top priority, but at this time crews will limit work to upgrades involving wildfire protection, projects critical to delivering power to customers, compliance obligations and outage response.

Some of this work may require short-term power outages to complete work safely.

If you have questions about your electric service or your account, call 888-221-7070.