



# RIGHTS OF POWER AND GAS CUSTOMERS AFTER A DISASTER

## **Disasters sometimes cause gas and power related problems.**

### **You may have certain rights if:**

- The President or Governor says there has been a disaster or emergency
- and**
- You live in an area that has worse service (or no service) because of the disaster.

### **What rights do I have if a disaster or emergency is declared?**

- You shouldn't be billed while your service is worse or when you have no service.
- You shouldn't have to pay for service for the period of time when you couldn't live in your home due to the disaster.
- You should be offered a payment plan if you can't pay your bill.
- You shouldn't be charged late fees for one year after the disaster.
- Your service shouldn't be stopped for nonpayment for one year after the disaster.

- Your power should be turned on and off quickly if you have to move.

*Your power or gas company can't remove you from the CARE or FERA programs (for low-income utility customers) for one year after the disaster.*

### **What help is available to low-income customers?**

If you are low-income you may qualify for a program that reduces your monthly bill. You can also ask if assistance is available if you get behind on your bill. Call your power company to find out more information about these programs.

### **Is help available if I need power for medical reasons?**

Yes, if you need power for medical reasons you may qualify for the Medical Baseline Program. Call your power company to find out more about this program.

**For more information, contact NLSLA at [nlsla.org](http://nlsla.org) or call the Disaster Helpline at (800) 870-0723**