

# P R E S S R E L E A S E

## FOR IMMEDIATE ATTENTION

### APUA Offers Assistance During COVID-19 Crisis

**ST. JOHN'S Antigua, March 27<sup>th</sup> 2020 – Antigua and Barbuda faces a new reality as lifestyles have been adjusted to stay safe and healthy as a nation. The Antigua Public Utilities Authority (APUA) has always been and remains committed to supporting families, communities, institutions and businesses of persons from all walks of life. APUA recognizes it's social and corporate responsibility now more than ever and is sensitive towards the current events locally and globally.**

We have partnered with the Government of Antigua and Barbuda to offer assistance to citizens and residents of Antigua and Barbuda affected by the ongoing economic disruption and impact of COVID-19.

We are pleased to advise of the following:

- Immediate suspension on disconnections for Water & Electricity accounts for a period of three (3) months has been enacted.
- All accounts will benefit from an automatic 10% reduction in fuel variation plus an additional 10% for bills paid in full anytime within the due month.

*Example: Jane receives her electricity bill for March of \$100.00 that is due by April 20, 2020. Her bill has already been discounted 10% from fuel variation. If Jane pays her bills any time between April 1 to 30, she pays only \$90.00.*

- Accounts that have been recently disconnected within the last three (3) months will be reconnected upon payment of the applicable reconnection fee along with a payment agreement to liquidate the outstanding balance. *\*Accounts disconnected for tampering are not eligible*
- Customers are encouraged to continue servicing their accounts and avoid accumulating account balances to an unmanageable amount that may result in future interruption of services due to non-payment.
- We remain fully committed to maintaining resilience and we will continue to deliver efficient and reliable services to our customers.

APUA would like to remind residents that protecting one's self is a personal responsibility. Please adhere to the official guidelines and recommendations to fight against the spread of COVID-19. Stay Safe!

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