



## COVID-19 EMERGENCY RESPONSE

### MUNICIPAL PROGRAM

The following opportunity, in response to the COVID-19 pandemic, is being brought to your attention.

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| Program Name:       | EnWin: Waived Interest Charges and Moratorium on Disconnections Extended to Low-Volume Small Businesses  |                |
| Who Can Apply:      | Small Businesses   |                |
| When Can I Apply:   | Open:  | Currently Open |
|                     | Close:   | TBD            |
| How Do I Apply:     | In Person:   |                |
|                     | Mail:  |                |
|                     | Phone:   |                |
|                     | Online:  |                |
| Program Website:    | <a href="https://enwin.com/coronavirus-covid-19-faq/">https://enwin.com/coronavirus-covid-19-faq/</a>  |                |
| Funding Type:       | Interest relief and suspension of disconnections   |                |
| Funding Available:  | N/A  |                |
| Description:        | For bills produced starting April 1 and continuing until June 30, charging interest on unpaid accounts will temporarily cease for a period of 90 days. This measure is in addition to offering flexible payment options for those customers experiencing financial hardship during this unprecedented time. Additionally, EnWin is suspending disconnections on low-volume small business customers (annual usage of less than 150,000 kWh) until July 31, 2020. Collection action is also suspended indefinitely. |                |
| Special Conditions: | EnWin will continue to issue late notices to small business customers who fall behind in their obligations, but will not   |                |

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|  | <p>send disconnection notices, make 48-hour disconnect calls, or disconnect residential or low-volume consumers. Please contact EnWin customer service at 519-255-2727 or <a href="mailto:info@enwin.com">info@enwin.com</a> for more details.</p> |
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In June the government announced \$8 million for the COVID-19 Energy Assistance Program for Small Business (CEAP-SB) to help small businesses that are struggling to pay their energy bills as a result of the COVID-19 emergency. Program details are still pending but are expected to be available later this summer.

DISCLAIMER: Please be aware that the City of Windsor is providing summary information only and strongly recommends you review the specifics of these programs by clicking on the Program Website links provided. The situation with COVID-19 is evolving and details related to this opportunity are subject to change. The City of Windsor takes no responsibility for omissions or inaccurate information that could be included on this template. Please refer to the link provided in the Program Website section for the most current and complete information.