



OPELIKA POWER SERVICES TO EXTEND THE WAIVING OF LATE FEES, NONPAYMENT FEES AND DISCONNECTION OF POWER

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PRESS RELEASE – FOR IMMEDIATE RELEASE

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OPELIKA, Ala. – Opelika Power Services (OPS) will extend the waiving of late fees, which began on April 6, 2020, until bills due before June 5, 2020. We will also extend the waiving of nonpayment fees and disconnection, which began on February 10, 2020, until disconnections scheduled before June 15, 2020. OPS will continue to bill on schedule each month and payment is due as normal. We hope the extension of waiving fees for another month is helpful to our customers who need a little more time to pay.

OPS still encourages everyone to pay their bill monthly because the waiving of late fees, disconnection and non-payment fees is only until June 6, 2020. At this time disconnection of services for nonpayment and nonpayment fees would resume after June 15, 2020. We will continue to monitor the COVID-19 situation and adjust as needed in the future.

Our lobby will remain closed until further notice. Our drive-thru window will be open each business day from 8 a.m. to 4:30 p.m. Payments can be made at our drive-thru window, by mail, online at www.opelikapower.com or by calling OPS at (334) 705-5170 - Option 2. If a customer needs to sign up for service or transfer service, they can call (334) 705-5170 - Option 3 to speak to a customer service representative. If a customer has business that requires an appointment, they can call (334) 705-5170 - Option 3 to schedule the appointment.

Our customers health and well-being are important to us and we are putting measures in place to protect their safety and the safety of our employees. We also understand the need to be assured of electrical service at this time and we have implemented steps to keep your lights on.

If you have any questions or concerns, please call us and we will be happy to work with you.

