



RICHMOND POWER & LIGHT

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Richmond Power and Light's response to COVID-19

Richmond Power and Light's teams continue to monitor the situations concerning COVID-19. We are a provider of an essential service and we will continue to deliver reliable energy and limited customer service.

We will be implementing preventive measures beginning March 17, 2020 to keep our employees as safe as possible. Our departments will be reduced to a minimal crew and all who can work remotely have been asked to stay at home. Employees who interact with customers for programs may cancel or reschedule non urgent appointments and services.

For the safety of our customers and employees, our Customer Service office located at 44 South 8th Street will be closed effective March 17th – April 10th. If you need to make a payment you can call 765-973-7200 and pay by check, debit or credit card. You may also pay your bill online at www.RP-L.com. A drop box is also available next to the north side of the front door at 44 South 8th Street.

We understand that many customers may face unusual financial hardship during this time, so we are suspending disconnects for non-payment and late fees beginning March 17th – April 10th.

We will continue to read meters and send bills, so it's best to pay what you can to avoid building a large balance that will be harder to pay off later. If you are having trouble paying your bill during this time, please contact us so we can work with you on developing a plan. You may also contact Wayne Township Trustees office for an application and verification of your financial hardship.

If you need to sign up for electric service, please call 765-973-7200 during normal business hours. A link to upload the necessary documents can be emailed to you.

We will be working with a reduced staff so please have patience when calling our offices. You may find it easier and more efficient to visit our website at www.RP-L.com for most of your needs. This is also a good way to stay up to date with the latest from our company as this situation unfolds.

