



RICHMOND POWER & LIGHT

As a part of this community and a supplier of an essential service, Richmond Power and Light is committed to providing the power you need while protecting the health and safety of our customers and employees.

During the COVID-19 event, we've implemented the following measures designed to help protect our customers, our staff, and our ability to supply energy to your home or business.

- Our crews will respond to power outages as normal.
 - Call 765-973-7200 to report an outage.
- Our Customer Service office will be closed.
 - Call 765-973-7200 (M-F, 7:30am-5pm) for any customer service issues.
- We will continue to read meters, send bills and other notices.
- Disconnections for non-payment and late payment fees are suspended until April 30, or possibly longer depending on circumstances.
 - We encourage everyone to stay as up to date as possible with their payments to avoid building up a large balance for later.
- Payments can be made:
 - Online at www.RP-L.com.
 - By phone at 765-973-7200
 - At a drop box located on the north side of the front door at 44 South 8th Street.
 - By Mail: PO Box 908, Richmond IN 47375
- We will try to resolve issues by phone or other methods to avoid the need for direct interactions when possible.
 - If an in-person meeting is necessary, our employees may ask a series of questions before entering a facility and may wear protective clothing or equipment.
 - Due to increased call traffic and limited staff, phone response time may be longer than usual.

Please be safe and be well.