



CLOSED UNTIL FURTHER NOTICE

As a commitment to our employees, customers and our community, we are taking precautionary actions to mitigate exposure and reduce the impact of COVID-19. In compliance with the order to social distance and to abide by town guidelines, effective Monday, March 16, SHELD will be closed to the public until further notice.

The SHELD office will remain open 24/7/365 for electrical emergencies.

SHELD offers a variety of secure payment options

- Autopay with credit/debit card or checking account
- Secure drop box
- Online portal payments (www.sheld.org)
- Automated phone payments.

The Massachusetts Department of Public Utilities (DPU) has extended the termination moratorium for residential customers until further notice. SHELD is available to assist customers with payment plans; we encourage all our customers to make whatever payments you can, in order to avoid large arrearages. Our customer service team will continue to be available via phone at 413-536-1050 during business hours (Monday-Friday from 8:30-4:30).

In accordance with the state non-essential business closings, we have suspended all Fibersonic in-home appointments which include both installations and site visits along with all construction.

Fibersonic technical support is available 24/7/365 at 413-437-0344.

Lastly, we have suspended all residential and commercial energy audits.

Thank you,
SHELD Management
413-536-1050