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| To our South Hadley neighbors, All of us at SHELD want you to know that we remain committed to providing the highest quality service, support, and reliability despite restrictions forced upon us by COVID-19 protocols. Though our Main Street office remains closed to the public, customers who need to meet face-to-face can schedule an appointment in advance. We are also out working in the community! Progress has resumed in expanding our Fibersonic gig-speed internet service across South Hadley. We are completing site visits and installations in neighborhoods where service is currently available, and we have resumed all construction. We understand that some families may be experiencing financial difficulties as a result of the COVID-19 pandemic. If you are having difficulty paying your electric or Fibersonic bill, please contact our credit department at 536-1050 to create a payment arrangement to avoid an unmanageable account balance.For the convenience of our customers, we offer electronic applications for electric service, auto-pay with credit/debit card or checking account, secure drop box payments, online portal payments and automated phone payments; visit [www.sheld.org](http://www.sheld.org/) for more information. We appreciate your patience as we manage these unprecedented times. We will remain vigilant in following CDC and state safety guidelines to protect the health of our customers, staff, and community as we continue to power South Hadley. Regards,The Staff of SHELD |

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