

# INSTALLMENT PAYMENT PLANS

Alabama Power is offering a new, easy-to-use service for customers affected by COVID-19 to set up payment plans for energy bills.



Alabama Power is focused on the impact the COVID-19 pandemic has on the overall well-being of our communities, including those with financial concerns. We are offering a special Installment Payment Plan for impacted customers, allowing outstanding electric service balances to be split into four monthly installments. It's important for customers with outstanding balances to establish a payment plan. Delinquent accounts are subject to disconnections and late fee charges starting September 28.

Customers can visit [AlabamaPower.com/PaymentPlan](https://alabamapower.com/PaymentPlan) or use our automated system at 1-800-245-2244 to check eligibility and set up a plan in a few simple steps.

## Important Details

- All Alabama Power customer classes with outstanding electric service balances are eligible (residential, business or industrial accounts). There is a limit of one installment plan per account.
- The total outstanding balance of electric service charges will be billed in four monthly installments beginning with the customer's next bill.
- Only the total outstanding balance of electric service charges will be included in the plan. Merchandise, late payment fees and any non-service charges are excluded.
- Merchandise payment plans are being offered separately; customers may submit a form at [AlabamaPower.com/productplan](https://alabamapower.com/productplan) to be contacted by a member of the Merchandise Collections team.

## FAQs

### What is an Installment Payment Plan?

An Installment Payment Plan is a long-term payment option reserved for special circumstances caused by the COVID-19 pandemic.

### What is a payment arrangement?

A payment arrangement is a short-term plan that is available all the time.

### What happens if I am not able to complete payments on my Installment Payment Plan in four months?

Customers may continue to make payment arrangements in the following months, if needed.

## Other Resources

There are several programs designed to help low-income, elderly or disabled citizens with energy bills:

**Project SHARE:** In partnership with the Salvation Army, Project SHARE helps pay energy bills of low-income Alabamians who are age 60 or older and/or disabled. Customers who want to request energy assistance can apply at their local Salvation Army office or by calling 205-328-2420. Alabama Power customers who want to help others can donate by checking the Project SHARE box on their Alabama Power bill.

### The Alabama Business Charitable Trust Fund:

The ABC Trust works with local community action agencies to help cover the cost of heating and cooling for low-income families and those struggling with temporary financial problems. Customers can contact the community action agency in their county. For more information, visit [PowerofGood.com](https://PowerofGood.com). Click the "What We Do" tab, "Community Support" and then "ABC Trust."

**Energy bill discounts:** Discounts are available for customers receiving Supplemental Security Income (SSI) or Medicaid for Low Income Families (MLIF). The discount includes \$14.50 toward the customer charge. Eligible customers can sign up at an Alabama Power business office or by phone at 1-800-245-2244.

**Special needs assistance programs:** Alabama Power provides several programs for customers with special needs, including alternate payment dates for people who rely on monthly government checks. Call 1-800-245-2244 for more information.

**ALtogetheralabama.org:** A one-stop platform where all Alabamians can ask for help or lend a hand during the COVID-19 crisis.

Visit [AlabamaPower.com/COVIDsupport](https://alabamapower.com/COVIDsupport) for more resources and information to help you during this time and Alabama NewsCenter for the latest news stories.