**Temporary Disconnection Policy**

Beginning March 16, 2020, NTUA started:
- Delaying utility service disconnections for residential customers
- Waiving late fees for residential customers
- Waiving reconnection fees for residential customers

**Unable to Pay Residential Bill because you are affected directly or indirectly by COVID-19?**

If you are unable to pay your residential bill because you are affected directly or indirectly by COVID-19 and the response to COVID-19, please contact NTUA so we can work with you. You can contact NTUA by:

- **Calling Customer Service:** 1-800-528-5011

**This Temporary Policy only Applies to Residential Customers**

If you are a non-residential customer and you need assistance in paying your utility bills because you are directly or indirectly affected by COVID-19, please contact Customer Service at 1-800-528-5011.

- When the time comes to end this Temporary Policy, NTUA will provide ten (10) days’ notice.
- This Temporary Policy may continue to evolve as the global pandemic continues and the global response continues to develop locally, regionally, and nationally.

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**Paying your Utility Bill**

NTUA offices will remain open and you can continue to pay your bill in person, but we strongly encourage you to pay your bill online, by phone, through the mail, or at the Drop Box so that we are all doing our part to stop the spread of COVID-19.

It is important that residential customers try to keep current on their utility bills to prevent current and future financial hardship. In order to prevent the spread of the virus, please consider paying your utility bill through the following means:

**On-line & Telephone Payment Options:**

- **Online:** Pay online at www.ntua.com; Choice NTUA Wireless: https://mychoice.choice-wireless.com
- **Phone:** Pay through an automated phone number: 1-866-903-4452; Choice NTUA Wireless: 928-730-2273
- **Drop Box:** Drop your payments into the drop box that is located @ each NTUA District Office. Please label your Choice NTUA Wireless payment - NTUAW

**Statements Not Changing**

Your residential utility bill will continue to state the disconnect date for non-payment. Please know that there will be no disconnections at this time for residential customers.

**If you have any other questions - Please send and we will reply:**
- Through the NTUA Website: www.ntua.com
- Through the NTUA Facebook page: https://www.facebook.com/NTUAHome/

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**New Office Hours**

NTUA District offices & Choice NTUA Wireless stores will remain open because we understand that there are individuals who do not have the means to pay online or through the phone. In response to COVID-19, there will be change to district & store hours for the general public. We want to assure the highest level of safety for all of our customers and employees while doing our part to stop the spread of COVID-19.

Effective Monday March 30th NTUA District Office & Choice NTUA Wireless Store District Office Hours:

- **9 am to 10 am** – Seniors over the age of 60 people and Individuals who have an underlying health condition that puts them at greater risk of COVID-19
- **10 am – 3:30 pm** – General Public

Please note that Choice NTUA Wireless Stores are located in NTUA District Offices – therefore – they will have the same new store hours in Shiprock, Fort Defiance, Chinle, Dilkon, Tuba City and Kayenta.

<table>
<thead>
<tr>
<th>Mail Addresses for Payments</th>
<th>Dilkon District HC 63 Box D Winslow, AZ 86047</th>
<th>Fort Defiance District PO Box 587 Fort Defiance, AZ 86504</th>
<th>Crownpoint District PO Box 1825 Crownpoint NM 87313</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kayenta District PO Box 37 Kayenta, AZ 86033</td>
<td>Tuba City District PO BOX 398 Tuba City, AZ 86045</td>
<td>Shiprock District PO Box 1749 Shiprock, NM 87420</td>
<td>Chine District PO Box 549 Chinle, AZ 86503</td>
</tr>
</tbody>
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**Our Promise and Moving Forward**

NTUA honors a commitment to provide and maintain reliable multi-utility services to the Navajo Nation and surrounding areas. We are closely monitoring COVID-19 updates, Navajo Nation leadership updates, and the Centers for Disease Control and Prevention recommendations. NTUA respects our role as a Navajo enterprise and we are honored to serve the Navajo people. Ahe’he’e & Thank you.