



NTUA Responds to Coronavirus (COVID19) - Temporary Changes

The Coronavirus (COVID-19) global pandemic is an event that is rapidly changing the world day-by-day. There is no question we are living in a challenging time everywhere. The situation evolves daily and requires people and businesses to respond appropriately to ensure the highest level of safety for personnel, customers, and the general public. The Navajo Tribal Utility Authority (NTUA) is an essential public service company and has a commitment to maintain and operate multi-utility services for the people of the Navajo Nation. NTUA is responding with this Temporary Policy to assist our residential customers who are directly or indirectly affected by COVID-19. NTUA has also adjusted District Office hours to create a safe and healthy environment for employees and customers. We appreciate your understanding.

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.

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/>

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 on-line or through the phone. In response to COVID19, 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.



Mail Addresses for Payments	Dilkon District HC 63 Box D Winslow, AZ 86047	Fort Defiance District PO Box 587 Fort Defiance, AZ 86504	Crownpoint District PO Box 1825 Crownpoint NM 87313
Kayenta District PO Box 37 Kayenta, AZ 86033	Tuba City District PO BOX 398 Tuba City, AZ 86045	Shiprock District PO Box 1749 Shiprock, NM 87420	Chinle District PO Box 549 Chinle, AZ 86503

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.