



# IMPORTANT CUSTOMER NOTICE

Great Plains Natural Gas suspended disconnections and late fees for past-due accounts in mid-March because of COVID-19 financial hardships. The company is planning to lift that suspension and will start the disconnection and late fee process for past-due accounts in the coming months.

If you have a past-due account, now is a great time to take advantage of Great Plains' payment plan designed specifically to relieve financial hardships as a result of the COVID-19 pandemic. We can also direct you to federal, state, and local agencies that provide financial assistance to pay utility bills. More information is available on our website; [www.gpng.com](http://www.gpng.com), or by scanning the QR code on this notice.

**You can reach Customer Service at 877-267-4764, M-F, 7:30 A.M. - 6:30 P.M.**

