



Services and Utilities

Internet

EveryoneOn

A non-profit that advocates at the local, state and federal level for affordable internet service and is connected to hundreds of local organizations across the country that can provide on-the-ground individual support (i.e. over the phone now, in person at a later date) to people that need help signing up.

<https://www.everyoneon.org>

Southern California Edison

- Effective immediately, SCE will suspend disconnections for non-payment
 - Flexible Payment Plans to Impacted Customers
 - Eligibility: Customers who contact SCE and self-identify as being impacted financially by the COVID-19 emergency
 - Customers with current accounts – Will be offered a one-time, up to 60-day, extension
 - Customers with past due amounts – Will be offered up to 6-month payment arrangement
 - SCE will work with the customer to accommodate a customer's unique situation that may result in a payment arrangement for up to 12 months

<https://energized.edison.com/stories/sce-offers-bill-help-to-customers-impacted-by-covid>

Cellular Phone Service

T-Mobile

For the next 60 days:

- ALL current T-Mobile and Metro by T-Mobile customers have unlimited smartphone data for the next 60 days (excluding roaming)
- Giving all T-Mobile and Metro by T-Mobile customers 20GB of additional mobile hotspot data
- Increasing data for schools in the EmpowerED program to ensure each participant has access to at least 20GB of data per month
- Making it free to call severely impacted countries
- Working with Lifeline partners to provide customers extra free data up to 5GB per month over the next two months

<https://www.t-mobile.com/brand/ongoing-updates-covid-19>



AT&T

For the next 60 days beginning March 14th, 2020:

- Will not terminate the service of any wireless, home phone or broadband residential or small business customer because of their inability to pay their bill due to disruptions caused by the coronavirus pandemic.
- Will waive any late payment fees that any wireless, home phone or broadband residential or small business customer may incur because of economic hardship related to the coronavirus pandemic.
- Will keep their public Wi-Fi hotspots open

For more information [click here](#)

LA Department of Water and Power

Los Angeles Department of Water & Power is still offering payment plans and suspending utility shut off for March (for now).

<https://www.ladwpnews.com/a-message-from-ladwp-regarding-power-water-service-during-coronavirus-covid-19-pandemic/>

Public Works

Public Works will not shut off or stop services for customers who are delinquent or behind in service or permit payments until this order is lifted. This includes water, sewer and trash pick-up services.

For any inquires, Public Works' 24 hour/7 day dispatch number is 800-675-435