

Frequently Asked Questions

(as heard on the phone and seen on the Web with e-Account Services)

What if I receive a shut-off notice?

A Shutoff Notice requires you make payment of all of the past due bill amount to avoid interruption in Electric Service before 4:30 p.m. on the disconnect date stated on the notice. After 4:30 p.m. on the date printed on the shut off notice, no payment arrangement/s may be made on the account, the service will be subject for disconnection at any time without any further notice unless the past due bill has been paid in full.

What if I need to ask for an extension?

The City Services Department recognizes situations of unexpected hardships and financial difficulty which may affect your ability to pay the Electric bill. Customer Service is available to assist and advise with regard to extensions of time acceptable to both parties. You may contact a City Services Customer Service Representative for assistance from 8:00 a.m. to 4:30 p.m. Monday through Friday at 501-975-8888.

What types of arrangements/extensions are offered?

A Customer may request a 5 day "Hold" on payment for full amount of a one month bill prior to 4:30 p.m. of the date stated on the shutoff notice over the phone (501-975-8888), by e-mail (UADCustomerServiceSupervisorsWebMail@NorthLittleRock.Ar.Gov) or in person at 120 Main Street, North Little Rock, Arkansas. Requests for more than a 5 day "HOLD" require the customer to come into the office at 120 Main Street, North Little Rock, Arkansas, see a Customer Service Representative and sign a Delayed Payment Agreement (DPA) prior to 4:30 of the date stated on the shutoff notice. The DPA may extend the payment time on a current one month bill up to 7 days past the next month's billing date.

What happens if my service is disconnected for non-payment?

If service is disconnected for non-payment, the past due amount must be paid in full with cash before service will be restored. A reconnect fee will be billed to the account during normal business hours (8:00 a.m. to 4:30 p.m. Monday through Friday). If service is disconnected for non-payment of the bill, the account history is subject to review, a deposit increase may be justified and will be billed and be due with the next month's billing.

What if my service is disconnected and your office has already closed?

Service may be restored after normal business hours. The number to contact for restoration of service after normal business hours is 501-372-0100. A Service Technician will be dispatched to the location to restore the service. The Customer will need to be at the location when the Technician arrives. The Customer must sign a promissory note stating that the Customer will pay the amount the service was disconnected for in full, in cash by 12:00 p.m. (noon) on the next business day. If the bill is not paid by 12:00 p.m. on the next business day, the service will be disconnected and will not be reconnected until the bill is paid in full. The reconnection fee for an after business hours reconnect will be billed on the account with the next month's billing.

Additional information on Frequently Asked Questions can be found on www.northlittlerock.ar.gov website under 'Services'