

We were getting to the point where we couldn't even pay the bill. And that's terrifying to my husband and I.

Yeah.

I know you have the CARE plan. I mean, without it, I can't even imagine where our bill would've been, but have you thought about creating a new program to help people?

So we have the CARE program. And then we have another program called REACH that will help customers with an overdue balance, and so they can start paying their bills down.

I hope to see something like that.