



Cleco Power
A subsidiary of Cleco Corporate Holdings
2030 Donahue Ferry Road
P.O. Box 5000
Pineville, LA 71361-5000
www.cleco.com

Date: July 13, 2026

Dear Cleco customer,

As part of our ongoing commitment to strengthening your customer service experience, Cleco is planning to perform a system upgrade **Friday, July 24, 2026 through Monday, July 27, 2026.**

During this time:

- All Cleco Customer Service Offices will be closed.
- MyAccount will be unavailable.
- Cleco's Customer Call Center will only be able to submit orders for emergencies or power outages.

Customers are able to make payments during this time at:

- Cleco Customer Service Office drop boxes
- Cleco Approved Payment Centers
 - A list of Approved Payment Centers can be found on cleco.com by clicking the "Residential" tab, navigating to the "Rates, Billing & Payment" tab, and clicking the "Payment Locations" tab.

Payments made during this period will post to a customer's account on **Tuesday, July 28, 2026** when the system resumes normal operations.

To avoid any inconvenience, we encourage customers to complete any necessary account transactions **before July 24, 2026.** Cleco will support customers whose due dates fall during the upgrade period to help ensure their accounts are not negatively affected.

We appreciate your patience and understanding as we make the necessary upgrades to improve your customer experience.

Thank you for being a Cleco customer.