



We are committed to the well-being of our customers, employees, and our community. As the COVID-19 situation continues to evolve, Chicopee Electric Light and Crossroads Fiber are making some changes to our operations to ensure the safety of our customers, employees, and our community.

Starting tomorrow, March 17th, we will be closing our office to customers for in person payments and customer service until further notice. Customers who currently use our office to pay bills can use one of the following options:

- Pay Online at www.celd.com or www.crossroadsfiber.net
- Pay by phone 24/7 at (877) 371-0327
- Drop your payment into the slot next to our door at 725 Front Street
- Mail your payment and remittance slip to : PO Box 9211 Chelsea MA 02150-9211

Our customer service representatives will continue to be available via phone at (413) 594-2400 to answer your questions and concerns.

We are also suspending our collections and service disconnects at this time. We will continue to monitor this situation and directions from the Massachusetts Department of Public Utilities and adjust as necessary.

Crossroads Fiber is suspending new customer site surveys and installations until it is safe for our customers and employees to resume. We will continue the construction of our state of the art fiber optic network, so that more areas will be ready to connect when we resume customer installations. Additionally, we are also postponing all residential, commercial, & industrial energy audits during this time.

Although, we understand that these changes may be inconvenient to some customers, we believe the safety of our customers, employees and community is paramount and must take priority in any decision we make.