

Karnes Electric Cooperative COVID-19 Precautions

March 20, 2020

KEC has taken several precautions to protect you and our employees from the Coronavirus, also known as COVID-19:

- Our lobbies in Karnes City and Pleasanton will be closed until further notice.
- Both Drive-Throughs at our Karnes City and Pleasanton offices will remain open during regular business hours.

We are reviewing the daily changes on national and local levels to make decisions on how we will adjust our operations, when and if necessary. Our priorities are to continue serving the needs of our members, while also helping to limit any unnecessary exposure.

We encourage our members to conduct business with us over the phone, online, through the SmartHub app, by utilizing our office drop boxes, or Pleasanton payment kiosk.

KEC has the following self-services options in place:

PAYMENT ONLINE OR VIA SMARTHUB® APP

Make a payment online using SmartHub® or use the SmartHub® app on your mobile device. Visit <https://karnesec.smarthub.coop/> to sign up for this service.

AUTOMATED PHONE PAYMENTS

Secure payments can be made 24 hours a day by calling 1-888-807-3952.

PAYMENT KIOSK

Payment can be made at our payment kiosk 24/7 at our Pleasanton Member Service Center's Drive-Through.

We will continue to monitor the situation and keep you informed. If you have any questions or concerns, please call us at 1-888-807-3952.

Karnes Electric Cooperative COVID-19 (Coronavirus) Updates

March 16, 2020

KEC has taken several measures to protect you and our employees from the Coronavirus, also known as COVID-19:

- Our lobby in Karnes City will be closed beginning March 17, until further notice. Our Karnes City Drive-Through will remain open during regular business hours.
- Our lobby and Drive-Through in Pleasanton will remain open during regular business hours. We encourage you to avoid travel to our facilities for your and our employee's protection.

We encourage our members to conduct business with us over the phone, online, through the SmartHub app, by utilizing our office drop boxes, or Pleasanton payment kiosk.

KEC has the following self-services options in place:

PAYMENT ONLINE OR VIA SMARTHUB® APP

Make a payment online using SmartHub® or use the SmartHub® app on your mobile device. Visit <https://karnesec.smarthub.coop/> to sign up for this service.

AUTOMATED PHONE PAYMENTS

Secure payments can be made 24 hours a day by calling 1-888-807-3952.

PAYMENT KIOSK

Payment can be made at our payment kiosk 24/7 in our drive through at our Pleasanton Member Service Center.

We will continue to monitor the situation and adapt as necessary. If you have any questions or concerns, please call us at 1-888-807-3952.

Karnes Electric Cooperative COVID-19 (Coronavirus) Updates

March 15, 2020

KEC is taking steps now to be prepared in the event there is a significant impact from COVID-19 (coronavirus) in our communities. We, like our members, have been paying close attention to the spread of the coronavirus. We want to do everything we can to keep our members, employees, and our communities safe, while still providing reliable power service. We are focused on maintaining a healthy workforce and keeping key personnel—such as line workers and member service representatives—available so that we can continue to provide the excellent service you expect from us.

Through our national association (NRECA), electric co-ops coordinate with others in the electric sector and the federal government to prepare for and respond to national-level disasters or threats to critical infrastructure. This includes scenarios such as pandemics that could impact the energy workforce.

Through this coordination, electric co-ops and government partners focus on actions and strategies that help protect the energy grid, prevent threats that may disrupt electricity service, and develop capabilities that help electric co-ops quickly respond and recover when major incidents impact the grid.

KEC members should be on the lookout for suspicious emails, phone calls, or persons impersonating business employees or charitable organizations. Unfortunately, scammers take advantage of opportunities such as this when households are otherwise preoccupied. If you get a call from someone claiming to represent KEC, and they make threats or demand immediate payment, hang up and call us at 1-888-807-3952.

If you have concerns while delivering payment or conducting business in person, KEC has alternative the following self-services options in place:

PAYMENT ONLINE OR VIA SMARTHUB® APP

Make a payment online using SmartHub® or use the SmartHub® app on your mobile device. Visit <https://karnesec.smarthub.coop/> to sign up for this service.

AUTOMATED PHONE PAYMENTS

Secure payments can be made 24 hours a day by calling 1-888-807-3952.

PAYMENT KIOSK

Payment can be made at our payment kiosk 24/7 in our lobby entrance at our Pleasanton Member Service Center.

We will continue to monitor the situation and adapt as necessary. If you have any questions or concerns, please call us at 1-888-807-3952.