

Karnes Electric Cooperative COVID-19 Precautions

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

- Both Drive-Throughs and Lobbies at our Karnes City and Pleasanton offices are open during regular business hours.
- Karnes Electric Cooperative's Annual Meeting, originally scheduled for Monday, June 1, 2020, has been postponed until further notice.

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.

