

# Karnes Electric Cooperative COVID-19 Update

**June 4, 2020**

KEC has taken several precautions to protect you and our employees from the Coronavirus, also known as COVID-19. Our offices lobbies are now open during regular business hours. When conducting business at our offices please abide by state and local social distancing guidelines. We also encourage you to wear face mask protection when entering our buildings.

We continue to review 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.

For the last three months KEC suspended disconnects for delinquent accounts, and waived associated late fees, to help our Members during the COVID-19 crisis. Beginning July 1, 2020, KEC plans to resume disconnection of electric service for nonpayment. If you are suffering a financial hardship due to the COVID-19 crisis and cannot pay your electric bill you must contact us prior to July 1st so that we can work with you to set up a deferred payment arrangement plan. If you need payment assistance, please visit <https://www.karnesec.org/community/community-service-agencies/> for a list of community service agencies that may be able to assist you with payment of your electric bill.

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.