



URE COVID-19 RESPONSE

UPDATE APRIL 6, 2020

Our office remains closed, but we are open for business as usual to continue providing the high level of service that our members have come to expect. Member services can be contacted through our mobile app, SmartHub, online at www.ure.com, by phone at (800) 642-1826 and by email at services@ure.com.

It is important that we maintain business continuity throughout the COVID-19 emergency, so we have processed our April bills this morning as normal. We hope that the \$3.55 million in refunded capital credits will go a long way to providing financial assistance to our members negatively impacted by the COVID-19 emergency.

Please note that disconnect notices are included in the April mailing, but obviously will not be enforced as disconnects for non-payment remain temporarily suspended. To ease any panic that receiving these notices may cause, we placed a highly visible “Disconnects Temporarily Suspended” message on each notice.

We continue to urge all members to make every effort to keep their accounts current during the period when disconnections are suspended. URE will not be discounting, excusing, or in any other method relieving a member of their energy bill amounts owed before, during, and after the COVID-19 emergency. Members who anticipate problems paying their electric bill are encouraged to please contact us so we can work together on a plan.

This is an unprecedented time and we are working to appropriately respond on behalf of our members and community to the challenges presented by the COVID-19 emergency. Again, please contact member services at (800) 642-1826 or services@ure.com with any questions or concerns.

Please stay safe and healthy.

