



URE COVID-19 RESPONSE

UPDATE JULY 1, 2020

DISCONNECTS FOR NONPAYMENT TO RESUME JULY 13.

As we navigate the reopening of our economy from the COVID-19 pandemic and begin to experience familiar life activities, we want to express our appreciation to those of you that have practiced social distancing and other safety protocols during your visit to URE. We also want to thank those of you who have reached out to us regarding your account so we could work together on a payment plan.

A few weeks ago, we notified you that based on discussions with state officials and Ohio's Electric Cooperatives, disconnects for nonpayment would resume on July 13th.

To assist those negatively impacted throughout the COVID-19 pandemic, we immediately complied with the PUCO order to temporarily suspend disconnects for nonpayment beginning in March, refunded \$3.55 million in capital credits in April, and waived late payment fees in March, April, May, and June.

We 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 pandemic. Members anticipating problems paying their electric or natural gas bills are encouraged to contact us so we can work together on a plan.

We are here to assist you. Please contact member services at (800) 642-1826 or services@ure.com with any questions or concerns.

Please stay safe and healthy.

