



URE COVID-19 RESPONSE

UPDATE APRIL 29, 2020

As segments of our economy prepare to reopen in response to Governor DeWine's Responsible RestartOhio, we want to update you on how we will be implementing this plan. Please know that our employees have been working throughout the COVID-19 pandemic in the field, office, and remotely to continue providing you with safe and reliable service.

The URE office will reopen to the public on Tuesday, May 12, 2020. We will resume our normal office hours of 7:30am-4:00pm, however, we have designated the first hour of each day, 7:30am-8:30am, to serve our at-risk populations during this pandemic.

In addition to the Responsible RestartOhio plan, we will continue to follow all other COVID-19 safety precautions recommended by the Centers for Disease Control and Prevention (CDC) and the Ohio Department of Health.

The following are a few of the mandates and best practices for reopening a consumer, retail & services office, like URE, included in the Responsible RestartOhio plan:

- social distancing of maintaining six feet from others (mandatory)
- ask visitors not to enter if symptomatic (mandatory)
- designate time for at-risk populations Monday-Friday, 7:30am-8:30am (mandatory)
- wear a personal protective face covering (best practice)

As an added safety precaution implemented at the outbreak of the COVID-19 pandemic, URE no longer accepts cash payments and no longer has cash on the premises. Acceptable payment methods and payment program incentives can be found online at www.ure.com or by contacting member services.

Disconnections for non-payment remain temporarily suspended.

To provide additional financial assistance to those of you that continue to be negatively impacted by the COVID-19 pandemic, we are waiving the late payment penalty for bills that were due April 25.

We 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 pandemic. If you anticipate problems paying your electric bill, please contact us so we can work together on a plan.

Remember, you do not need to visit our office to receive outstanding service regarding your URE account. You can conveniently manage your account and find ways to manage your energy usage online at www.ure.com, through our mobile app, SmartHub, by emailing us at services@ure.com, or calling member services at (800) 642-1826.

Please stay safe and healthy.

