



URE COVID-19 RESPONSE

UPDATE MARCH 26, 2020

The Stay-at-Home Order issued by Governor DeWine and Director Acton will hopefully help to flatten the curve of the spread of the disease. URE is committed to the health and safety of its employees, members and communities and we continue to be diligently working to provide the safety and service levels that our members have come to expect.

In keeping with the spirit of the Stay-at-Home Order, URE closed its office as of March 23 at 4 p.m.

As previously communicated, URE has temporarily suspended disconnections for non-payment.

To further assist our members, we have taken the extra step of waiving the late payment penalty for bills that were due March 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 emergency. We encourage all members who anticipate problems paying their electric bill to please contact us so we can work together on a plan.

In the coming days, weeks, and months URE will be actively working with Community Action and other federal, state, and local agencies to obtain what funding and assistance is available to those citizens financially impacted by the COVID-19 emergency. We will post that information on www.ure.com and through our social media and other communication channels.

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. As always, please contact member services at (800) 642-1826 or services@ure.com with any questions or concerns.

Please stay safe and healthy.

