



URE COVID-19 RESPONSE

UPDATE MAY 13, 2020

May bills should have been received in member inboxes and we anticipate they will reach mailboxes in the next few days.

Please note that disconnect notices are included in the May 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 pandemic. Members who anticipate problems paying their electric bill are encouraged to please contact us so we can work together on a plan.

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

Please stay safe and healthy.

