



URE COVID-19 RESPONSE

UPDATE JUNE 26, 2020

URE WAVING LATE PAYMENT FEES FOR BILLS DUE JUNE 25.

We understand the negative financial impact that many of you have experienced because of 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, and May.

To further assist our members through this difficult time, we will be waiving late payment fees for bills that were due on June 25th.

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.

