

March 13, 2020

A message to our valued members from United Electric Co-op:

The world around us has changed dramatically over the last week with COVID-19 (Coronavirus) pandemic spreading through the United States. The staff and employees at United Electric Co-op are keeping a close watch on this situation and are preparing the best way we know possible. We are committed to provide the best service possible to our community during this time.

Currently we intend to keep our doors open for business and hold our annual meeting next Tuesday, March 17th. In the event that State and Federal agencies mandate restrictions, we will comply fully and keep you posted of the changes. We will work closely with local government and health officials to monitor and access the evolving situation.

In the meantime, we encourage you explore other options UEC has available for bill payment and interaction with our office.

First, if you have not signed up for online bill payment, contact our office and they will walk you through how to use our SmartHub service. SmartHub allows you to access your account, pay your bill and see updates from UEC, all from your PC or mobile device.

If electronic options are not your style, you can still call our office number at (208) 679-2222, Option 1 for bill payment options.

Also check out our new kiosk in the office foyer for yet another payment option.

Lastly, follow us on Facebook and Instagram, or point your browser to www.uec.coop for up-to-date information.

Below are some links with information about the virus and how to protect yourself. Please be aware of the symptoms and seek medical attention immediately if you exhibit any of the indicators. The basics still apply in taking care of yourself:

- Wash your hands regularly. Using hot water and scrubbing for 20 seconds is a preferred method.
- Hand sanitizer is not a substitute for hand washing but is a good thing to use regularly.
- Wipe down (disinfect) high traffic work areas regularly.
- Avoid touching your face.
- If you're sick, stay away from others.
- Sneeze and Cough Responsibly.

<https://www.cdc.gov/coronavirus/2019-ncov/about/symptoms.html>

<https://www.who.int/health-topics/coronavirus>

<https://www.cdc.gov/handwashing/index.html>

<https://www.mayoclinic.org/healthy-lifestyle/adult-health/in-depth/hand-washing/art-20046253>

Please know that with this, or any other situation, taking care of our members is always the highest priority. We are committed to keeping you informed as this situation changes.

Cooperatively yours,
M. Jamie Stark
UEC General Manager