



## Rutherford Electric Membership Corporation

• Touchstone Energy™ Cooperative   
*The power of human connections*

### Rutherford EMC's response to COVID-19

As our state, nation and world have taken extraordinary measures to stop the COVID-19 pandemic, I am proud of the unity, resolve and strength of the shared response in our community. We are in this together, and by working together, we will overcome these challenges and find new ways to take care of each other during this critical time.

As your local power partner and as a part of your community, Rutherford EMC is committed to providing the high-quality electric service and support that you count on. Our communities have not been spared the negative impacts of lost wages, school closures and scaled-back commerce. To ease this burden, we are committed to working closely with members facing financial hardship. We are providing more leniency for those who need additional time to pay their electric bill. Currently, we have suspended disconnections for non-payment, waived arrangement fees and will handle other issues as they arise. We encourage our members to stay as current as you can with your payments. However, any member experiencing financial difficulties is encouraged to call one of our offices so that we can work together in finding the best solution for your needs.

Just as you have made changes at home, we have also taken proactive steps during this emergency to protect our members, communities and employees, and to ensure that there is no disruption to our operations or services.

**Rutherford EMC offices will close at 5:00 p.m. on March 25, 2020 to walk-in-traffic. We will continue to evaluate the closure based on updated guidance from the Centers for Disease Control and Prevention.**

Rutherford EMC encourages members to use the following options:

**DRIVE-THRU:** During normal 8:00 a.m. – 5:00 p.m. business hours, members who choose to pay their bill with cash, credit card or check can use the drive-thru option at all offices **except** the Marion office.

**Night-Deposit Box:** Available 24-hours a day, 7 days a week, members may drop their payment in our night deposit box located at all offices.

**ONLINE:** Members can pay bills and request service online at [www.remc.com](http://www.remc.com).

**BY PHONE:** Our automated phone system is available 24-hours a day, 7 days a week. Members can make payments by credit card or obtain information about their account by calling 800-228-5331, 800-228-5331 or 800-228-9756 and pressing "1".

During normal 8:00 a.m. – 5:00 p.m. business hours, members can call any office and speak to an office services representative and they will be happy to assist you.



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Our field personnel have implemented new scheduling and physical distancing practices as they persist in their steadfast efforts to maintain our critical infrastructure. Equally as important, we have coordinated with suppliers and partners to safeguard access to necessary components, materials and support resources. To ensure the power you need is always available, we are in constant coordination with our wholesale power supplier to keep our grid secure and efficient.

We are grateful to be a part of your community and honored to provide electricity and services that power your life. While work together to relieve the impacts of the coronavirus pandemic, Rutherford EMC is here for you, just as we always have been, and always will be. We look forward to continuing to work together to meet our challenges with strength, determination and unity.

*S. Dirk Burlison*  
General Manager