

COVID-19 Frequently Asked Questions

1. Are you prepared for this situation?

Yes. Protecting the energy grid and ensuring a safe and reliable supply of electricity are the top priorities of the electric power industry. In order to do this, we are focusing on the need to ensure that our employees and their families are healthy and safe. In the normal course of our operation, we face many situations such as ice storms, tornadoes, vehicle crashes and flash flooding that affect power supply. We have plans in place to deal with all of these situations, and these same plans can be used to ensure we continue to provide you with the service you expect during this situation.

2. Will we lose power because of the virus?

No negative impacts to delivery of electricity have occurred or are expected due to this pandemic. We continue to take all appropriate measures to prevent the spread of the coronavirus, protect employees and safeguard the electric system. Our combined efforts from all facets of our three-tiered generation, transmission and distribution system will ensure the reliable delivery of electricity that members expect.

3. Why is your office closed?

This is not only for your safety but for the safety and wellbeing of our employees. While we have plans in place to continue providing reliable electric service, we have several ways to help limit the potential spread of the coronavirus. Closing the office to everyone except employees is one of the key steps public health officials are recommending. We strongly encourage all members to instead use one of the many convenient options we offer to make a payment or contact us.

Members can access SmartHub through our website at www.ieca.coop or by downloading the SmartHub app to their phone. Payments may be left in the night depositories at any of our offices, and members may still use the drive-up windows at our Rolla and Mountain Grove offices. Members may also use our secure, automated line 24/7. That number is 888-678-1987.

If you need to speak to a Member Account Representative about your account, please call our office at 866-621-3679.

4. When will the office reopen?

We will reopen the office as soon as we can safely do so and on the advice of public health officials. We know this temporary change may create additional difficulties for members and we appreciate your patience as we navigate this uncharted situation.

5. Has anyone at your office become infected?

No, at this time no one on our staff has become infected with the virus. We continue to do everything possible to ensure they stay healthy. Your assistance is appreciated.

6. What will you do if all of your employees get sick?

While we are doing everything in our power to ensure our employees stay healthy, we have contingency plans should some of our staff become sick. Missouri's electric cooperatives have a Mutual Assistance Plan in place that can quickly bring in workers from other electric cooperatives should the need arise. This plan has worked well when we have been hit by major storms. It will also help us during this crisis. In addition, we have a strong working relationship with a number of electrical contractors that can be added to our work force if needed.

7. Will you be disconnecting members during this crisis?

We considered suspending service disconnections, but decided against it. This is because members will still be responsible for paying their bills once the crisis is past. By postponing disconnects a situation could arise where a member has an extremely large bill to pay down the road. We will, however, continue to work with individual members who are struggling to pay their bill on a case by case basis as we have done in the past. We feel this policy is in the best interest of all concerned.

8. Will your crews continue to respond to outages?

Yes. Crews will continue to respond to outage calls to ensure electric service remains available to members. We ask that members of the public maintain a safe distance from crews working in the field in order to minimize their exposure.

9. Where can I get more information about this virus?

The Missouri Department of Health and Senior Services (DHSS) activated a statewide public hotline for citizens or providers needing guidance regarding the novel coronavirus, or COVID-19. That number is 877-435-8411. The hotline is being operated by medical professionals and is available 24 hours a day, 7 days a week.

The Centers for Disease Control and Prevention (CDC) also has information about COVID-19 available online at www.cdc.gov/coronavirus

10. What else do we need to know?

This is a rapidly evolving situation, and we will address the challenges as they occur. But know that, in the face of any difficulty, we are here to keep the lights on. We thank you for your patience and understanding during this time.