

Navarro County Electric Cooperative, Inc.

Members Receive Capital Credit Payment

During COVID-19 Pandemic

The Board of Directors of the Cooperative, at the April Board meeting, unanimously approved an early capital credit retirement to be applied to the members' May electric bills. So, if you received electric service from the Cooperative in 2019 you will see a credit on your May 2020 bill. Normally the Board approves a retirement credited to the November billing prior to Christmas, however, the Board, in light of the COVID-19 pandemic, felt the members would be better served by an early retirement in May. Under the Cooperative bylaws, when the Board determines that the financial condition of the cooperative will not be impaired, it may approve a retirement of capital credits to the members.

Navarro County Electric Cooperative, Inc. Temporarily Suspends Member Disconnects

Until June 2020 due to COVID-19 Pandemic

Electric cooperatives, including Navarro County Electric Cooperative, Inc. have been responding to COVID-19 by taking steps to protect employees, maintain reliable and affordable services and support their communities and members. Electric co-ops are built by, and belong to the communities and members we serve. That focus drives the co-op as we respond to evolving COVID-19 challenges and local concerns.

Many electric cooperatives, including Navarro, have temporarily suspended disconnecting electric service and, in some cases, are waiving late payment fees to support their members during the COVID-19 pandemic. This is one of many steps that the Co-op has taken to reduce stress and provide our members with certainty during an uncertain time. Importantly, **these disconnect suspensions are not bill waivers**. That's why the Co-op is trying to work with members on **deferred payment plans** and other assistance to ease the transition once the pandemic has passed. We have urged our members to pay at least a portion of their bills as they are able. Taking this simple step can help to avoid a large multi-month balance when the pandemic is over. There is also the case where a member is current on their billing but for whatever reason, job loss, family illness, etc. just needs to defer their electric bill payment. A **deferred payment plan** is also available to members in that circumstance.

To date, we have suspended disconnects on the February bills, which were past due after March 16th, and the March bills, which were past due after April 16th, however we do not foresee the continuance of this practice with the April bills, which are past due after May 16th. So, we are asking members who are delinquent on payment of their electric bills to enter into a **deferred payment plan** as soon as possible. These plans must be in writing, per Co-op policy, and must be received in the Cooperative office **no later than June 5, 2020** to avoid disconnection. We have increased the length of the plans from 3 months to 6 months, which means a member must pay the current bill, in full, and 1/6th of the past due amounts with each monthly payment until paid in full. Late fees will be waived only if you enter into a **deferred payment plan**. **Those members who do not take the appropriate action will be disconnected in June. Once disconnection is done the entire bill plus a deposit must be paid, during office hours, to be re-connected.**

Please contact the Cooperative if you have questions or want to enter into a deferred payment plan.