



Guided by the advice of our local and state public health officials, all of Tri-County Electric Cooperative's employees will report back to work normal days/hours on Monday, May 18<sup>th</sup> at 8am. We will reopen our office lobbies to the public on Tuesday, May 26<sup>th</sup> at 8am.

To protect members visiting our office, we will clean and disinfect public surfaces in our lobby and consultation room regularly throughout the day. We ask that you maintain the recommended distance of 6 feet from our employees and other members in our lobbies, and out in the field. To adhere to social distancing recommendation, we will follow strict office lobby capacity guidelines:

- St. Matthews office lobby – 3 members will be allowed inside the lobby at once.
- Eastover office lobby- 3 member will be allowed inside the lobby at once.
- Santee office lobby- 1 member will be allowed inside the lobby at a time.

To that end, we are also following all recommended health protocols to keep our employees safe as they return to work. We have secured additional supplies of face masks, hand sanitizer and disinfectant wipes. All employees will be asked to wash or sanitize their hands every time they enter the office building and to regularly disinfect their work area or truck.

Although we hope to continue seeing recovery for individuals and businesses impacted by COVID-19, we acknowledge that this situation will continue to evolve over the coming weeks with both our safety and delinquent billing policies. We will regularly evaluate any measures necessary to protect our employees and members, while continuing to serve you.

We appreciate your patience and understanding as we navigate these unprecedented times. Despite the challenges our communities are currently facing, our focus remains on delivering safe and reliable power to all TCEC members.

**IF YOU ARE EXPERIENCING SYMPTOMS OF COVID-19, PLEASE REMAIN AT HOME UNTIL YOUR DOCTOR SAYS OTHERWISE. WE APPRECIATE YOUR COOPERATION IN KEEPING OUR EMPLOYEES AND MEMBERS SAFE.**

While we are anxious to connect with our members face-to-face once again, we would like to remind you that you can continue to do business with the co-op without leaving your home.

- Outages can be reported by phone (803-874-1215 or toll free 877-874-1215), through our mobile app(<https://tri-countyelectric.net/download-app>), and via our website (<https://tri-countyelectric.net/report-outage>). We are responding to outages and emergencies in our service area and we will continue to do so.
- As always, payments can be made online, by phone, through the mail, the drop box at our offices or the express pay kiosk located at our St. Matthews office if you do not wish to make a payment in person.
- You can access your account online through My Energy Online(<https://billing.tce.coop/oscp/OnlineServices/FeaturesLogin/tabid/134/Default.aspx>), where you can view your electricity use history, update your contact information and change your communication preferences. You can also continue to call us for assistance regarding your TCEC account.
- On our website, we have a wealth of information including online membership applications, maintenance request, potential bill assistance and more.