

# IEC closing lobby to the public

Indian Electric Cooperative is taking steps to limit the impact from COVID-19 in our communities. We are focused on maintaining a healthy workforce and keeping key personnel—such as line workers and member service representatives— available so that we can continue to provide the excellent service you expect from us.

Effective immediately we are temporarily closing our office lobbies in both Cleveland and Fairfax to the public. Our drive-thru will remain open during normal business hours. Member service representatives are available to take your calls at 918-295-9500 or 800-482-2750 Monday-Friday from 7 a.m. to 5 p.m.

## **Paying Your Bill**

If you have been directly impacted by the COVID-19 outbreak and need to make payment arrangements, please contact our office at 918-295-9500 or 800-482-2750 to discuss options. As a reminder, members are still responsible for the full payment of their electric bill, however, we understand this is an unprecedented situation and as always are willing to work with you.

### Making Payment at our Offices:

- Kiosk, cash and card payments will post to your account immediately.
- Drive-thru window
- Drop your payment at our drop box. Payments will be posted once per day.

### Making a Payment by Mail, Online or by Phone:

- Mail your payment to Indian Electric Cooperative, P.O. Box 49 Cleveland, Ok 74020
- Pay by phone 24 hours a day, by calling 888-472-1535
- Via the SmartHub app or at our website [www.iecok.com](http://www.iecok.com)
- Kiosks are located at both our Cleveland and Fairfax offices
- Call 918-295-9500 or 800-482-2750 to speak with a Member Service Representative

## **Outage Reporting**

Outages can be reported via the SmartHub app or by calling 800-482-2750. Crews are on call 24/7 to respond to outages.

We will continue to update you on our business operations related to this virus as the need arises. For additional information about COVID-19, please read the latest report from the Center for Disease Control at [www.cdc.gov](http://www.cdc.gov), and take appropriate precautions to protect you and your family.

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