



## Immediate News Release

**Date: March 17, 2020**

### **SCENIC RIVERS ENERGY COOPERATIVE**

231 N. Sheridan Street  
Lancaster, WI 53813  
800-236-2141

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At Scenic Rivers Energy Cooperative, the health and well-being of our members, employees and communities are our top priority. Given the evolving concerns around COVID-19 (novel coronavirus) and to help support community health management efforts, we are POSTPONING our 2020 Annual Meeting. Information regarding the rescheduling of this event will be forthcoming. The original date of the meeting was April 4, 2020. If you have questions regarding this situation, please call our office.

#### Service Continuity

We want to assure our members and the communities we serve that we are focused on keeping the lights on. While this situation continues to evolve, we have safety pre-cautions in place to ensure that our staff is able to maintain your electrical service as you have come to expect. We are following CDC guidelines and are taking steps to reduce face-to-face contact to help protect our community and keep our employees safe, healthy and on the job for you. If necessary, we will curtail non-essential tasks both in the field and in the offices. We ask that you report outages as always by contacting us via phone at 1-800-236-2141.

We are also temporarily suspending lobby access at our locations. This change will go into effect immediately and will continue until further notice. We continue to offer many options to serve your needs:

Stop at one of our three office locations and place your payment in the drop box.

1. Lancaster (231 N. Sheridan Street)
2. Gays Mills (15985 State Hwy 131)
3. Darlington (300 Barth Drive)

Call our office to pay by phone during office hours. *You must submit a form first.*

1. Lancaster (hours 7:30 a.m. to 4:00 p.m.): 800-236-2141 or 608-723-2121
2. Gays Mills (hours 7:00 a.m. to 3:30 p.m.): 800-236-2141
3. Darlington (hours 7:00 a.m. to 3:30 p.m.): 800-236-2141

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*Scenic Rivers Energy Cooperative is an equal opportunity provider and employer.*



## Pay by Phone 24/7

Call 844-849-1511 to pay by phone at any hour and without filling out any forms. Prior to making the call, have your bill in front of you because you will need your account number and meter number.

## Online Payment

Click on SmartHub if you want to create an account to pay online. This will enable you to see billing history and usage. When you set up your login and password for the first time, you will need your bill in front of you to enter your account number and meter number. Next time, you just need to remember your login and password. For more SmartHub information, click on SmartHub under the Billing menu.

If you want to make a payment, but don't want to do all of the set up in SmartHub, use SmartHub PayNow Link. This is a separate site from SmartHub. There is no billing or payment history on this site and you don't have to register for a SmartHub account. The only information you need is your account number and name on the account.

## Automatic Fund Transfer

Making an automatic fund transfer payment can be done by filling out a form or by filling out the form printed on the back of your bill. You can have this set up to come out of your checking or savings account on the 10th or the 20th of each month.

## We're here for you

For over 80 years, we have dedicated ourselves to our members and communities. We remain steadfast in our support and will continue to be here for you.

We look forward to continuing to serve you and to keeping the lights on.

Sincerely,



Steve Lucas

CEO

Scenic Rivers Energy Cooperative

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