



Butler Rural Electric Cooperative, Inc.

Your Touchstone Energy® Partner 



Responding to COVID-19

COVID-19 has brought many changes to our communities, affecting the way we live, work and interact. Throughout these changes, one thing has remained constant – our commitment to serve you and your energy needs in a safe manner.

Butler Rural Electric Cooperative is one of the many essential services responding to the national emergency, and our employees are working for you. The cooperative's linemen are ensuring our members, communities and businesses have the power they need. Our linemen and all employees working in the community are practicing social distancing by using one vehicle per person instead of riding together in the same vehicle during the work day. Please avoid approaching our linemen or any cooperative employee if you see them working. If there is a need to speak with them, be aware that they will maintain at least 6 feet of separation.

In these difficult times, members of our community who might have once seemed ordinary are now cast in a different light. We see the health care professionals and first responders as heroes on the front lines of this crisis. And we see those who are vital to our daily lives — grocery store workers, truck drivers, postal workers, utility workers, farmers, janitors and so many more — with a new appreciation. Our thoughts and prayers are also with those impacted by this terrible virus.

Your cooperative is here for you

We understand some members may be facing unusual financial hardships due to the pandemic, and your cooperative is here to help. Service disconnections and late fees have been temporarily suspended. The cooperative will continue to read meters and send bills. We do not know when disconnections and late fees will resume. We encourage members to pay what they can to avoid building a large balance that will be difficult to pay later. While disconnections and late fees have been temporarily suspended, they will resume at some point in the future. Any balance that is accumulated during this time will not be waived due to the pandemic.

Butler Rural Electric Cooperative is a not-for-profit organization. Because we are a cooperative, costs are shared among all members we serve and the money to cover day-to-day operating expenses comes directly from members paying monthly electric bills.

For more assistance information, please visit butlerrural.coop/content/payment-assistance.

Free, convenient ways to pay your bill

We encourage members to pay through SmartHub or through the phone using SecurePay. SmartHub is the cooperative's free online and mobile application. It allows you to easily and securely pay your electric bill. Payments made via SmartHub will be posted to your account in real time, and you can pay using a credit or debit card or checking or savings account with no fee. To create a SmartHub account, or for more information, visit butlerrural.coop/content/about-smarthub.

The SecurePay automated phone system enables you to pay over the phone for free 24 hours a day, 7 days a week. To begin using SecurePay, please have your Butler Rural Electric

Cooperative account number nearby and follow the steps below:

- » Access SecurePay by calling 844-834-4460.
- » Select prompt 3 to create a PIN (Personal Identification Number). This PIN will be required through SecurePay in the future.
- » Continue using the prompts to make a payment.

Annual meeting update

Butler Rural Electric Cooperative's annual meeting has been cancelled. We invite you to view a special meeting video on Facebook Live on Thursday, April 30 at 1 p.m. through Butler Rural Electric Cooperative's Facebook page. During the video, the results of the 2020 board of trustee election will be announced. We will also announce bill credit winners. The bill credit winners will be randomly selected from the entire cooperative membership. You do not have to view the video to be eligible to win a bill credit. All winners will be notified by mail if they receive a bill credit. If you do not have access to Facebook, the special meeting video will be added to our website, butlerrural.coop, after the meeting.



Voting for the board of trustees

Butler Rural Electric Cooperative's members can vote for trustees online, by mail or through SmartHub. These voting options ensure that all members have a voice in the democratic process of their cooperative. Ballots were mailed to all members on Monday, March 30. Included with the ballot were instructions on how to vote, board candidate information and a postage-paid return envelope. Voting began on Monday, March 30 and votes will be accepted through Tuesday, April 28. Your vote is completely confidential.

Family Day and summer events

We are monitoring the status of these events and are following CDC guidelines for future meetings and events. We will keep members updated on these events as more information becomes available.



Monitor your energy use

If you and/or your family are spending more time at home, you may be using more electricity than usual. This could result in your next electric bill being higher than normal. Make sure to monitor your energy use through SmartHub, and consider these tips to keep your energy use in check:

- » Turn off unnecessary lighting.
- » Only run your dishwasher when fully loaded. Also use this tip when doing laundry – only wash and dry full loads of clothes.
- » If you have extra time on your hands, consider cleaning your refrigerator coils. This should be done annually.

Outage reporting

The cooperative's linemen are responding to outages to ensure members receive the reliable power they expect from us. Do not report outages through the cooperative's Facebook page or website, as they are not monitored 24/7. If you experience a power outage, report it online using SmartHub. To access SmartHub, visit butlerrural.coop or download the app. Outages can also be reported by calling 513-867-4400 or 800-255-2732.

Visit butlerrural.coop for the most recent information on how we are responding to the coronavirus.