



No matter the challenges brought to our area by COVID-19, BEMC wants to assure you that our commitment to provide you with safe and reliable electricity remains the same. We understand that you rely on us to power your lives as we navigate the impact of COVID-19 together, and we'll continue to put our storm-tested planning and experience to work to ensure uninterrupted operations.

We continue to monitor the evolving situation and have taken appropriate measures, as guided by the Center for Disease Control (CDC), to impede the spread of the virus. All three district offices have been closed to walk-in traffic as part of the proactive measures we are taking to protect the health of our community, and so that you can continue to count on the delivery of reliable electricity and the quality service you expect.

We are aware that financial challenges are a part of the emerging landscape and have suspended disconnection for nonpayment for residential, business, and prepaid members. In addition, no penalties or late payment fees will be added to past due accounts. These measures will remain in effect until further notice. We still encourage you to make payments as possible, in order to avoid accruing a large balance.

Payments can be made at drive-through locations, via the SmartHub app, by calling our automated payment line at (866) 934-6830, or at any of our eleven Bill Payment Terminals (BPTs). A list of BPTs and their addresses can be found at bemc.org/billing-payments. For your safety, we have increased the frequency of cleaning and disinfecting to these locations.

Stay informed by following us on Facebook, check our website for updates, and call (800) 842-5871 on weekdays from 8 a.m. to 5 p.m. with any questions. If you have friends or neighbors who aren't receiving these updates, they can call a member service representative to update the email address associated with their account.

BEMC employees are members of this community and we are all in this together. And that is how we will get through this unprecedented time, together. Our thoughts are with each one of you; stay safe, stay well, and take care of each other.

Brunswick Electric Membership Corporation