MESSAGE FROM YOUR CEO REGARDING COVID-19:

At Lumbee River EMC, we understand the critical importance of the services we provide to our members. This can be particularly true in the most difficult of times, such as the ones we are currently facing. Since last week, our staff has been meeting to evaluate options to help our members weather this storm. Careful consideration is given with every decision to ensure you continue to have the safest and most reliable service possible.

We are sensitive to our member having difficulties related to the Covid-19 outbreak. We are constantly evaluating the status of the outbreak in our service territory. At the time of this communication, there are no identified cases of Covid-19 in our service territory. As members run into issues we will work with them to ensure continued services while we deal with this situation. Effective immediately, we will suspend the disconnection of electric services for nonpayment, both traditional and FlexPay. For those who were disconnected today prior to this decision, you may contact our office for a courtesy reconnection. Although non-pay disconnects are suspended, I encourage everyone to continue to make payments so that when this crisis is over, you will not face a larger than life accumulated electric bill.

Safety of our members, employees and our communities is our first priority. To ensure everyone is as safe as possible, we will be closing our lobbies effective Tuesday, March 17, 2020. You can continue to reach out to us for services through our call center (910) 843-4131 or our website at www.lumbeeriver.com. We will continue to accept payments at our drive through windows, at kiosks throughout the service territory, via phone at 1(844)827-4761, at our website or via SmartHub (our mobile phone application).

While we can’t eliminate the spread of Covid-19, together we can slow the transmission of the virus within our community. Please remember to follow the CDCs advice:

- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom, before eating, and after blowing your nose, coughing or sneezing.
- Avoid touching your eyes, nose and mouth.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.
- Avoid close contact with people who are sick.
- Stay home when you are sick.
- It is not recommended that people who are well wear a facemask, but facemasks should be used by those who show symptoms of COVID-19 to help prevent the spread of disease to others.

While COVID-19 is not the first coronavirus to face Lumbee River EMC and its members, it still has the potential to get much worse. Lumbee River EMC will continue to monitor the development of COVID-19 and make necessary adjustments in our plans and activities. I ask for your patience as we make decisions for the benefit of our members, employees and our communities.

Carmen E. Dietrich
President & CEO, Lumbee River EMC