

In the Matter of:

ELECTRONIC EMERGENCY DOCKET RELATED TO THE NOVEL CORONAVIRUS COVID-19
SALT RIVER ELECTRIC COOPERATIVE CORPORATION'S RESPONSE TO COMMISSION STAFF'S INITIAL
REQUEST FOR INFORMATION

APPENDIX A (RESPONSE TO QUESTION NUMBER 13)

STATE OF EMERGENCY – COVID 19 IMPACT

This was a Robo Call message made to all past due customers.

This is a message from Salt River Electric:

Has your income been affected by COVID-19? If you are having trouble paying your electric bill, your local Community Action Agency may be able to help.

Income eligibility requirements have been raised, so you may now qualify for assistance. Applications will be accepted through June 30th. Contact your local Community Action Agency or Salt River for more information today.

Our records indicate you have a past due balance of \$_____.

Salt River Electric is not disconnecting service for past due bills at this time; however, it remains the responsibility of each member to pay as they can to avoid a large balance due in the future.

We encourage you to contact our office for additional information or to set up a payment plan.

Thank you and have a good day.

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Salt River Covid-19 Update

We continue to keep our offices closed to the public to limit the spread of Covid-19.

Our drive-thru window remains open for payments and to conduct other co-op business.

You can also reach us by phone at 1-800-221-7465 during regular office hours, or contact us through our website at www.srelectric.com.

As mentioned previously, we are not disconnecting service for past due bills or charging late fees at this time. If you are having trouble paying your bill, we'd like to hear from you.

We have several ways to make payments:

- Online on our website at www.srelectric.com
- Band Draft-your bank transfers payment from your bank account
- Mobile App
- By phone-automated voice response system
- Night Depository
- By Mail

If you have any questions, give us a call at 1-800-221-7465.

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SALT RIVER FACEBOOK POST COVID-19

LIHEAP Assistance Still Available To Pay Electric Bill



If your income has been affected by COVID-19, your local Community Action Agency may be able to help. LIHEAP spring enrollment deadline is June 30th.

Community Action Agency phone numbers:

- Nelson county Community Action 502-348-9596
- Bullitt County Community Action 502-543-4077
- Spencer County Community Action 502-477-8296
- Washington County Community Action 859-336-7766
- Marion County Community Action 270-692-6411

If you have any questions about this program, feel free to give us a call at 1-800-221-7465.


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EXCERPTS FROM FACEBOOK PAGE

Like Following Share ...

 Salt River Electric
@saltriverelectric

Home
Posts
Reviews
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Community
Create a Page

 Salt River Electric
March 13 · 🌐

Important Message from Salt River About the Coronavirus

Salt River Electric is taking steps now to be prepared in the event there is a significant impact in our communities from the Coronavirus.

Our priority is both the health and safety of our members and employees. And with that said, we are following the Centers for Disease Control's (CDC) guidelines to prevent the spread of the virus in our co-op offices.

Our offices are open; however, as a prevention measure, we would like to encourage members to utilize our online, mobile, and self-serve services. You can pay your bill from our website at www.srelectric.com or download our mobile app for easy access on any mobile device. Our online services allow you to manage your account, pay your bill, or check your balance and usage, and report outages. You can also use our automated voice response system.

Another option is to contact our office to get set up on the bank draft, which is a free service that allows your bank to transfer payment from your bank account.


At this time, it is difficult to predict the impact and outcome of the Coronavirus, but Salt River Electric wants to remind our members that we are committed to continuing to provide reliable electric service.

We would also like to remind our members that since the Coronavirus has surfaced, scammers are following the headlines and taking advantage of fears surrounding this issue. We ask that you are vigilant and aware of scams during this time.

We will continue to update you on any changes as more information becomes available about the Coronavirus and how it is affecting our communities.

If you have any questions, feel free to contact our office at [1-800-221-7465](tel:1-800-221-7465).

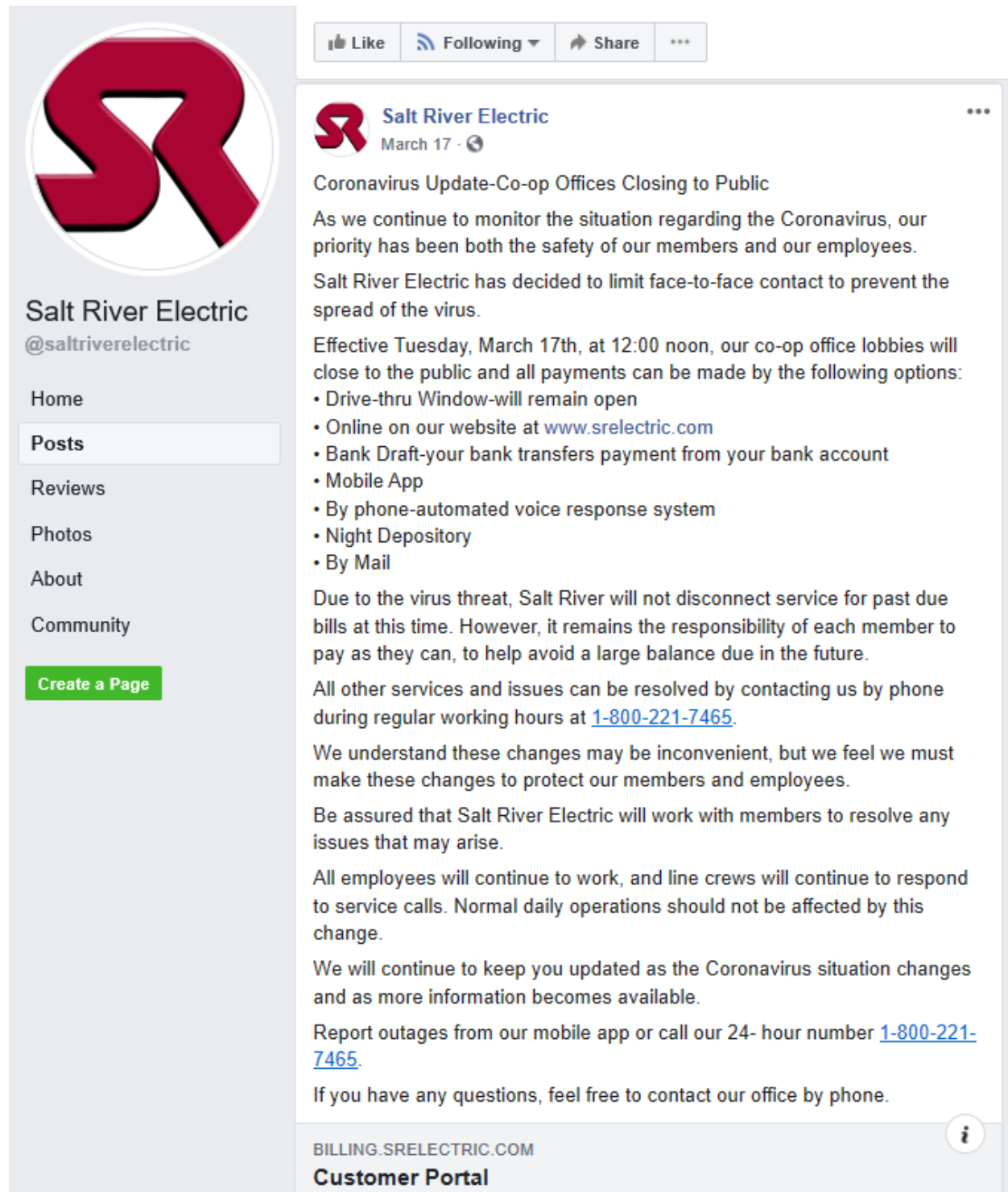
Thank you.

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Like **Following** **Share** **...**

 **Salt River Electric**
March 17 · 

Coronavirus Update-Co-op Offices Closing to Public

As we continue to monitor the situation regarding the Coronavirus, our priority has been both the safety of our members and our employees. Salt River Electric has decided to limit face-to-face contact to prevent the spread of the virus.

Effective Tuesday, March 17th, at 12:00 noon, our co-op office lobbies will close to the public and all payments can be made by the following options:

- Drive-thru Window-will remain open
- Online on our website at www.srelectric.com
- Bank Draft-your bank transfers payment from your bank account
- Mobile App
- By phone-automated voice response system
- Night Depository
- By Mail

Due to the virus threat, Salt River will not disconnect service for past due bills at this time. However, it remains the responsibility of each member to pay as they can, to help avoid a large balance due in the future.

All other services and issues can be resolved by contacting us by phone during regular working hours at [1-800-221-7465](tel:1-800-221-7465).

We understand these changes may be inconvenient, but we feel we must make these changes to protect our members and employees.

Be assured that Salt River Electric will work with members to resolve any issues that may arise.


All employees will continue to work, and line crews will continue to respond to service calls. Normal daily operations should not be affected by this change.

We will continue to keep you updated as the Coronavirus situation changes and as more information becomes available.

Report outages from our mobile app or call our 24- hour number [1-800-221-7465](tel:1-800-221-7465).

If you have any questions, feel free to contact our office by phone.

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The image is a screenshot of a Facebook post from the page "Salt River Electric" (@saltriverelectric). The post is dated April 13 and contains the following text:

Salt River COVID-19 Update

As we continue to monitor the COVID-19 situation, we continue to keep our offices closed to the public to limit the spread of the virus.

As mentioned previously, Salt River will not disconnect service for past due bills or charge late fees at this time. If you are having trouble paying your bill, we'd like to hear from you.

It remains the responsibility of each member to pay as they can, to help avoid a large balance due in the future.

We have several options to make payments:

- Online on our website at www.srelectric.com
- Band Draft-your bank transfers payment from your bank account
- Mobile App
- By phone-automated voice response system
- Night Depository
- By Mail

Our drive-thru window remains open to members for payments and to conduct other co-op business. You can also reach us by phone at [1-800-221-7465](tel:1-800-221-7465) during regular office hours, or contact us through our website at www.srelectric.com.

Below the main text, there is a link to "BILLING.SRELECTRIC.COM" and a "Customer Portal" button. The post has 12 likes and 4 shares. At the bottom, there is a comment box with the text "Write a comment..." and icons for emojis, GIFs, and stickers.

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The screenshot shows a Facebook post from the page 'Salt River Electric'. The post is dated April 21 and is titled 'Salt River Covid-19 Update'. The content of the post is as follows:

Salt River Covid-19 Update

We continue to keep our offices closed to the public to limit the spread of Covid-19.

Our drive-thru window remains open to members for payments and to conduct other co-op business.

You can also reach us by phone at [1-800-221-7465](tel:1-800-221-7465) during regular office hours, or contact us through our website at www.srelectric.com.

As mentioned previously, we are not disconnecting service for past due bills or charging late fees at this time. If you are having trouble paying your bill, we'd like to hear from you.

We have several ways to make payments:

- Online on our website at www.srelectric.com
- Band Draft-your bank transfers payment from your bank account
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- By phone-automated voice response system
- Night Depository
- By Mail

If you have any questions, give us a call at [1-800-221-7465](tel:1-800-221-7465).

Below the post, there is a link to 'BILLING.SRELECTRIC.COM' and a 'Customer Portal' button. The post has 4 likes, 2 comments, and 4 shares. At the bottom, there are buttons for 'Like', 'Comment', and 'Share', and a dropdown menu set to 'Most Relevant'.


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The image is a screenshot of a Facebook post from the page "Salt River Electric" (@saltriverelectric). The post is dated April 22 and is titled "Be Aware of Scams". The text of the post reads: "We would like to remind our members that since the Coronavirus has surfaced, scammers are following the headlines and taking advantage of fears surrounding this issue. We've had a report of someone contacting a member claiming they were calling from Salt River, asking for money and stated the member's power would be disconnected if they did not pay in 30 minutes. Just a reminder to our members, we are not disconnecting electric service for past due bills at this time. We ask that you are vigilant and aware of scams during this time. If you get a call that you suspect is a scam, hang up. Do not give out your personal information to anyone who calls you and be sure to report the incident to our office at [1-800-221-7465](tel:1-800-221-7465)." Below the text is a large yellow warning sign graphic that says "WARNING SCAM ALERT". The sign is tilted and has a black border with a warning symbol (a triangle with an exclamation mark) in the top left corner. The sign is hanging from a metal ring at the top.

Like Following Share ...

 **Salt River Electric**
April 22 · 🌐

Be Aware of Scams

We would like to remind our members that since the Coronavirus has surfaced, scammers are following the headlines and taking advantage of fears surrounding this issue.

We've had a report of someone contacting a member claiming they were calling from Salt River, asking for money and stated the member's power would be disconnected if they did not pay in 30 minutes.

Just a reminder to our members, we are not disconnecting electric service for past due bills at this time.

We ask that you are vigilant and aware of scams during this time.

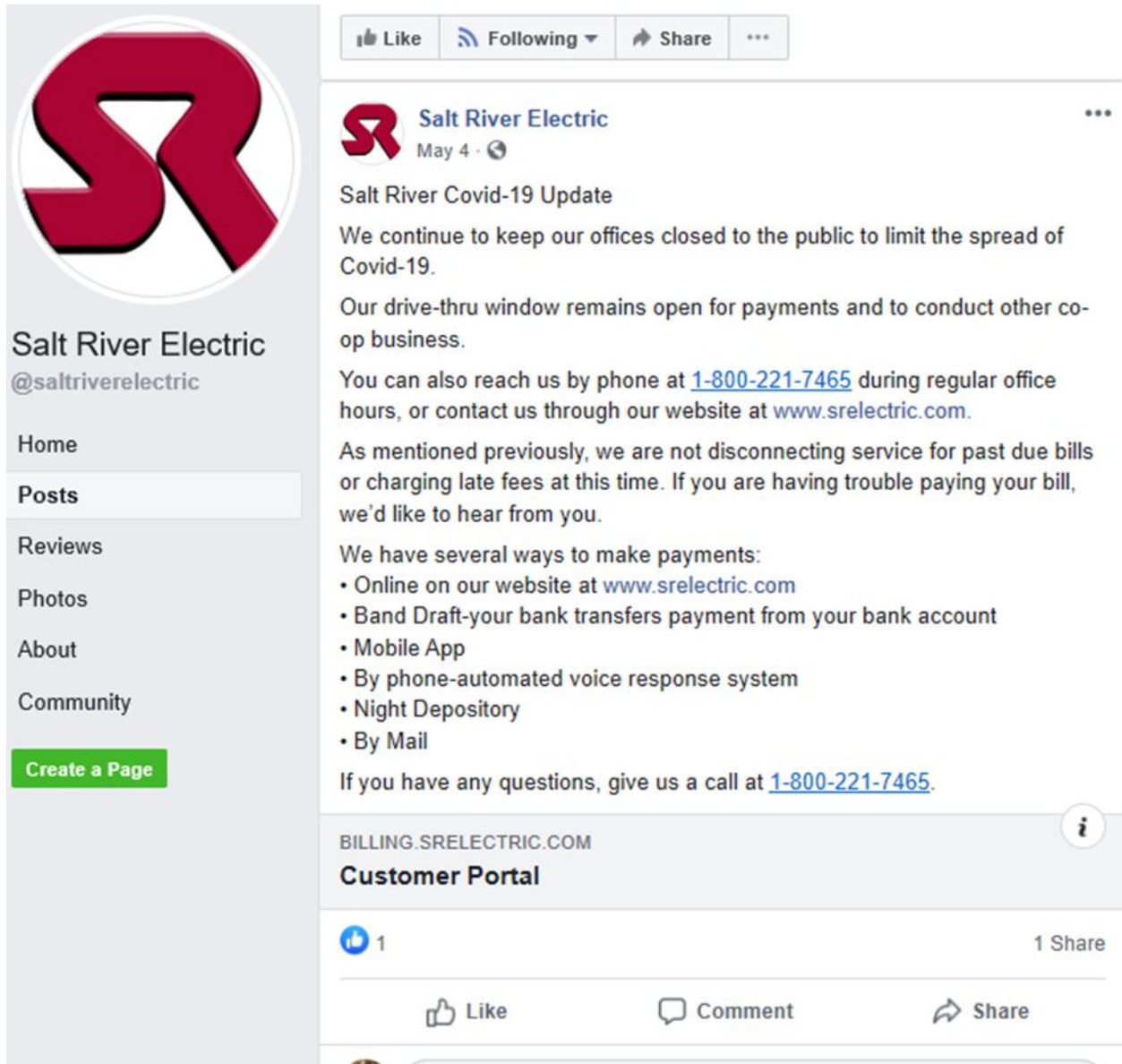
If you get a call that you suspect is a scam, hang up. Do not give out your personal information to anyone who calls you and be sure to report the incident to our office at [1-800-221-7465](tel:1-800-221-7465).

WARNING SCAM ALERT


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Like Following Share ...

 **Salt River Electric**
May 4 · 🌐

Salt River Covid-19 Update

We continue to keep our offices closed to the public to limit the spread of Covid-19.

Our drive-thru window remains open for payments and to conduct other co-op business.


You can also reach us by phone at [1-800-221-7465](tel:1-800-221-7465) during regular office hours, or contact us through our website at www.srelectric.com.

As mentioned previously, we are not disconnecting service for past due bills or charging late fees at this time. If you are having trouble paying your bill, we'd like to hear from you.



We have several ways to make payments:




- Online on our website at www.srelectric.com
- Band Draft-your bank transfers payment from your bank account
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- By phone-automated voice response system
- Night Depository
- By Mail

If you have any questions, give us a call at [1-800-221-7465](tel:1-800-221-7465).

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The image is a screenshot of a Facebook post from the page "Salt River Electric" (@saltriverelectric). The post is dated May 8 and features a blue background with white and red text. The main text of the post reads: "At this time, all Community Action Agencies have a program to help customers that have been affected by COVID-19. You will need to call your county agency to see if they can help." Below this text is a bulleted list of five community action agencies with their respective phone numbers: Nelson county (502-348-9596), Bullitt County (502-543-4077), Spencer County (502-477-8296), Washington County (859-336-7766), and Marion County (270-692-6411). The post concludes with: "If you have any questions about this program, feel free to give us a call at 1-800-221-7465." A large graphic below the text features the "Kentucky Community Action Partnerships" logo and the text: "NEED HELP WITH YOUR ELECTRIC BILL? New LIHEAP spring enrollment deadline is June 30 for electric bill assistance. First-come, first-served. Apply now." The post has 9 shares and includes standard Facebook interaction buttons (Like, Comment, Share) and a comment input field.

Salt River Electric
@saltriverelectric

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Like Following Share

Salt River Electric
May 8 · 🌐

At this time, all Community Action Agencies have a program to help customers that have been affected by COVID-19. You will need to call your county agency to see if they can help.

- Nelson county Community Action [502-348-9596](tel:502-348-9596)
- Bullitt County Community Action [502-543-4077](tel:502-543-4077)
- Spencer County Community Action [502-477-8296](tel:502-477-8296)
- Washington County Community Action [859-336-7766](tel:859-336-7766)
- Marion County Community Action [270-692-6411](tel:270-692-6411)

If you have any questions about this program, feel free to give us a call at [1-800-221-7465](tel:1-800-221-7465).

NEED HELP WITH YOUR ELECTRIC BILL?

KENTUCKY Community Action PARTNERSHIPS

New LIHEAP spring enrollment deadline is June 30 for electric bill assistance.

First-come, first-served. Apply now.

9 Shares

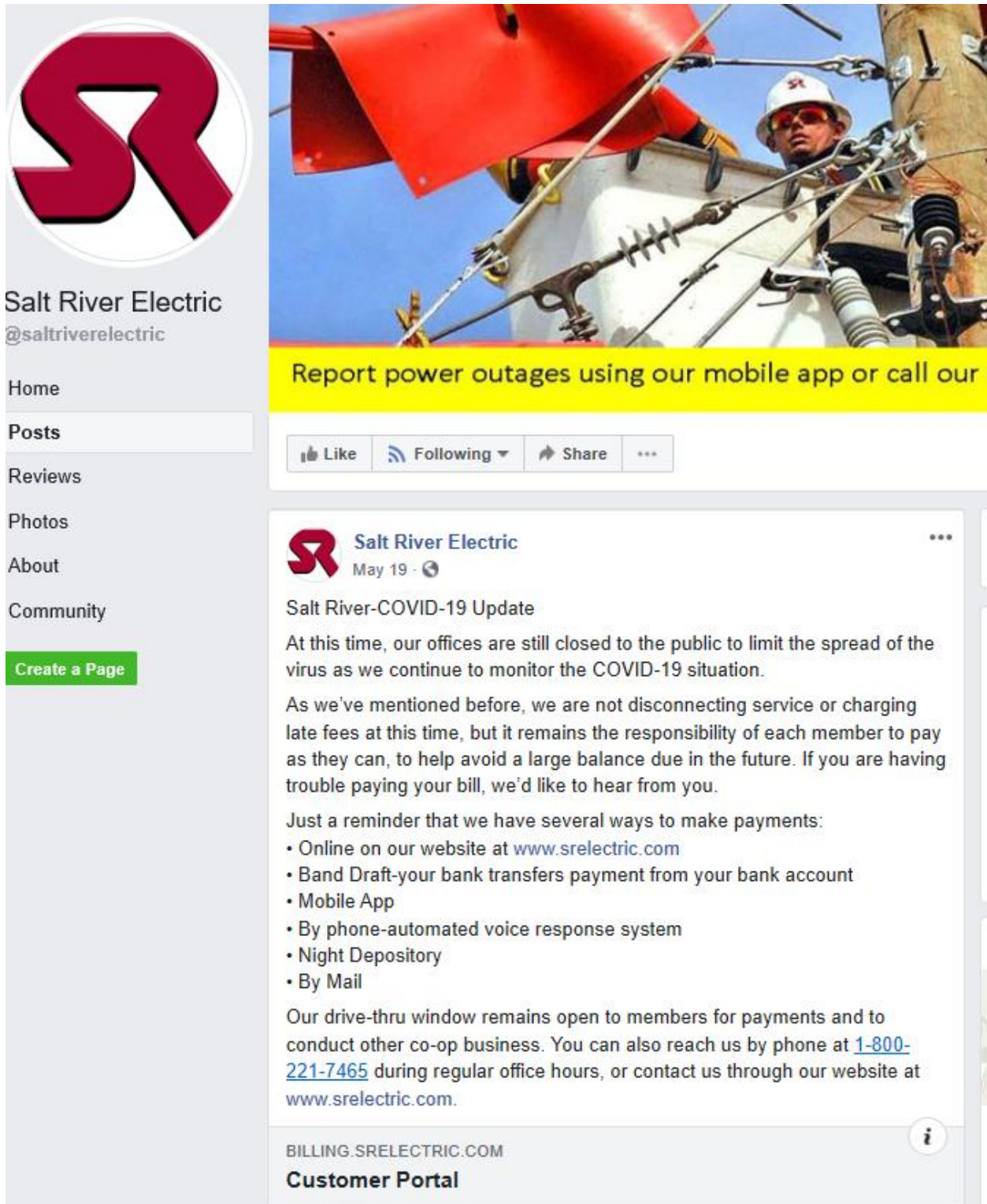
Like Comment Share

Write a comment...

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Salt River Electric
@saltriverelectric

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Report power outages using our mobile app or call our

Like Following Share ...

Salt River Electric
May 19 · 🌐

Salt River-COVID-19 Update

At this time, our offices are still closed to the public to limit the spread of the virus as we continue to monitor the COVID-19 situation.

As we've mentioned before, we are not disconnecting service or charging late fees at this time, but it remains the responsibility of each member to pay as they can, to help avoid a large balance due in the future. If you are having trouble paying your bill, we'd like to hear from you.

Just a reminder that we have several ways to make payments:

- Online on our website at www.srelectric.com
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Salt River Electric
May 29 · 🌐

LIHEAP Assistance Still Available To Pay Electric Bill

If your income has been affected by COVID-19, your local Community Action Agency may be able to help. LIHEAP spring enrollment deadline is June 30th.

Community Action Agency phone numbers:

- Nelson county Community Action [502-348-9596](tel:502-348-9596)
- Bullitt County Community Action [502-543-4077](tel:502-543-4077)
- Spencer County Community Action [502-477-8296](tel:502-477-8296)
- Washington County Community Action [859-336-7766](tel:859-336-7766)
- Marion County Community Action [270-692-6411](tel:270-692-6411)

If you have any questions about this program, feel free to give us a call at [1-800-221-7465](tel:1-800-221-7465).

NEED HELP WITH YOUR ELECTRIC BILL?



New LIHEAP spring enrollment deadline is June 30 for electric bill assistance.


First-come, first-served.
Apply now.

24 Shares

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 **Salt River Electric** June 9 at 8:51 AM · 🌐

Salt River Electric Coronavirus Update

As we continue to monitor the situation regarding the Coronavirus, our priority is both the safety of our members and our employees.

At this time, our offices remain closed to prevent the spread of COVID-19.

As mentioned previously, Salt River will not disconnect service for past due bills, but it remains the responsibility of each member to pay as they can, to help avoid a large balance due in the future. If you are having trouble paying your bill, we'd like to hear from you.

We offer several options to make payments:

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Our drive-thru window remains open for payments and other co-op business. You can also reach us by phone at [1-800-221-7465](tel:1-800-221-7465), or contact us through our website at www.srelectric.com.

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👍 2 2 Shares

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The image is a screenshot of a Facebook post from the page "Salt River Electric". The post is dated June 22 at 8:40 AM. The main text of the post reads: "LIHEAP Assistance Still Available To Pay Electric Bill. If your income has been affected by COVID-19, your local Community Action Agency may be able to help. LIHEAP spring enrollment deadline is June 30th. Community Action Agency phone numbers: • Nelson county Community Action 502-348-9596 • Bullitt County Community Action 502-543-4077 • Spencer County Community Action 502-477-8296 • Washington County Community Action 859-336-7766 • Marion County Community Action 270-692-6411. If you have any questions about this program, feel free to give us a call at 1-800-221-7465." Below the text is a promotional graphic for "KENTUCKY community Action PARTNERSHIPS" with the text: "NEED HELP WITH YOUR ELECTRIC BILL? New LIHEAP spring enrollment deadline is June 30 for electric bill assistance. First-come, first-served. Apply now." The post shows 1 like and 8 shares. The interface includes a navigation menu on the left with options like Home, Posts, Reviews, Photos, About, and Community, and a "Create a Page" button. At the bottom, there is a comment input field with the placeholder text "Write a comment..." and icons for emojis, GIFs, and stickers.

Salt River Electric
@saltriverelectric

Home
Posts
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Community

Create a Page

Like Following Share ...

Salt River Electric
June 22 at 8:40 AM · 🌐

LIHEAP Assistance Still Available To Pay Electric Bill

If your income has been affected by COVID-19, your local Community Action Agency may be able to help. LIHEAP spring enrollment deadline is June 30th.

Community Action Agency phone numbers:

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- Washington County Community Action [859-336-7766](tel:859-336-7766)
- Marion County Community Action [270-692-6411](tel:270-692-6411)

If you have any questions about this program, feel free to give us a call at [1-800-221-7465](tel:1-800-221-7465).

NEED HELP WITH YOUR ELECTRIC BILL?

KENTUCKY community Action PARTNERSHIPS

New LIHEAP spring enrollment deadline is June 30 for electric bill assistance.

First-come, first-served. Apply now.

1 Like 8 Shares

Like Comment Share

Write a comment... 🗨️ 📺 🎭