CHELCO

A Touchstone Energy® Cooperative

To Our Valued Members,

Amid mounting U.S. concerns and warnings regarding the spread of COVID-19 (coronavirus), CHELCO has closed public access to all of our office locations now through May 11. We provide an essential service, therefore the health and wellbeing of our employees is a top priority. During this time, most of our employees will be working in the office prepared to offer uninterrupted and undiminished functionality and service to you, our members.

Please rest assured that our unparalleled Member Service teams are ready and able as ever to take your calls and tend to your utility's needs throughout this unprecedented time. We are sensitive to the fact that this is a tourism industry area; both employees and businesses have been hit hard by closings. We are a cooperative, so we will make every effort to work with our members who are experiencing financial difficulties. Please call our office for more information about payment options at 1.850.892.2111 or 1.800.342.0900.

As so many of you have found them to be in the past during hurricanes, storms and other disruptive acts of nature, our lines are fully staffed, as are our field crews, engineers, human resources, accounting, and other business personnel.

In short, CHELCO is completely open for business as usual -- just without the physical handshake. Due to rapidly increasing restrictions on face-to-face interactions, we are limiting non-essential business travel for employees including home energy audits and site visits.

As always, please visit our website at www.chelco.com or call us at 1.800.342.0990 or 850.892.2111 with any questions or concerns. We are here to help our members through this difficult time.

For more information on the coronavirus, we recommend getting updates and advice directly from the CDC's website: https://www.cdc.gov/coronavirus/2019-nCoV/index.html.

We appreciate your confidence and wish you and your families well.

Sincerely,

Steve Rhodes
CEO

Choctawhatchee Electric Cooperative, Inc. - Owned By Those We Serve