

2020 Annual Meeting Postponed

As a proactive measure related to COVID-19 and the social distancing recommendations made by the CDC, Illinois Electric Cooperative has postponed its 2020 Annual Meeting that was initially set for June 13th.

We are exploring several options for the meeting. Once a date and details are determined, we will publish the new information regarding the Annual Meeting in our June Illinois County Living center section as well as share it in local newspapers and online.



Illinois Electric Cooperative

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Winchester, Illinois 62694

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1-800-468-4732

A Touchstone Energy® Cooperative



This institution is an equal opportunity provider and employer.

Working to improve the quality of life in the communities we serve since 1936.

COVID-19 Pandemic

This has been a truly unusual and challenging time. A pandemic is not something any of us anticipated, or for which most of us were prepared. It has created hardships for virtually everyone. Many of you have had to adjust to working from home, your children are continuing the school year through online studies or virtual classrooms, and many of the products and services we all take for granted are temporarily unavailable. Social distancing restrictions have made it impossible to do the normal things of life, like going out for dinner, having a family gathering, or going to church on Sunday morning.

As an electric cooperative, planning for emergencies and natural disasters is routine. In our history, we have been through several major weather events. We are experienced in recovering from ice storms, tornados, and floods. We have emergency response procedures in place, re-evaluating them regularly, and we conduct an annual disaster recovery exercise. But as much as we prepare, there can always be an entirely unexpected event. This pandemic is such an event.

Fortunately, our constant planning for various types of emergencies has helped tremendously in dealing with the current situation. Other catastrophic events that we have planned for involve working remotely, and staging crews from alternate locations. Because of that planning, we were able to make a smooth transition from business as usual, to the new protocol. Throughout this situation, our primary concern has been to protect you, and do our part to slow the spread of the virus, while maintaining our ability to provide you with essential services. We must also protect our employees, to ensure they can continue to keep the lights on, and the internet working. You should rest assured, we have taken every reasonable precaution, and will continue to be able to provide you with the services you need.

We understand you may be facing financial hardships. If you are having difficulty making your payment on time, please give us a call. We are here to help, and can offer you flexible payment arrangements.

We appreciate your patience during these trying times. Please let us know if you have any concerns, or if we can help you in any way.

Randall B. Long,
General Manager



Meeting the Online Demand

Internet Service Technician Aaron Rodhouse wearing PPE.

With many of our internet consumers now transitioning to working from home or with children taking classes online, we are seeing an increase in internet usage. This is also the case for online entertainment, such as video streaming and gaming. All of these activities use more bandwidth.

Our internet service technicians and our member service representatives are working diligently to ensure we keep members' internet working smoothly around the clock. "We know that the internet is critical, especially with all the schools moving to online learning. We're watching things closely to maintain proper internet speeds so that members don't have any issues," said Matt Haverfield, Network Administrator.

We are currently prioritizing new internet service installs for those that are working from home or need the internet for school. With service calls, we are doing as much troubleshooting over the phone and outside of the home as possible. For example, if there is an issue with a power supply, we will leave it on the door step and walk the member through how to replace it over the phone. Among other precautions, all of our service technicians have personal protective equipment (PPE).

We'd like to remind our internet consumers that we have a 24/7 tech support line that can be reached at 1-800-713-4782. If you have any questions regarding internet service, please give us a call at 1-800-468-4732.

Download the IEC Connect App Today!

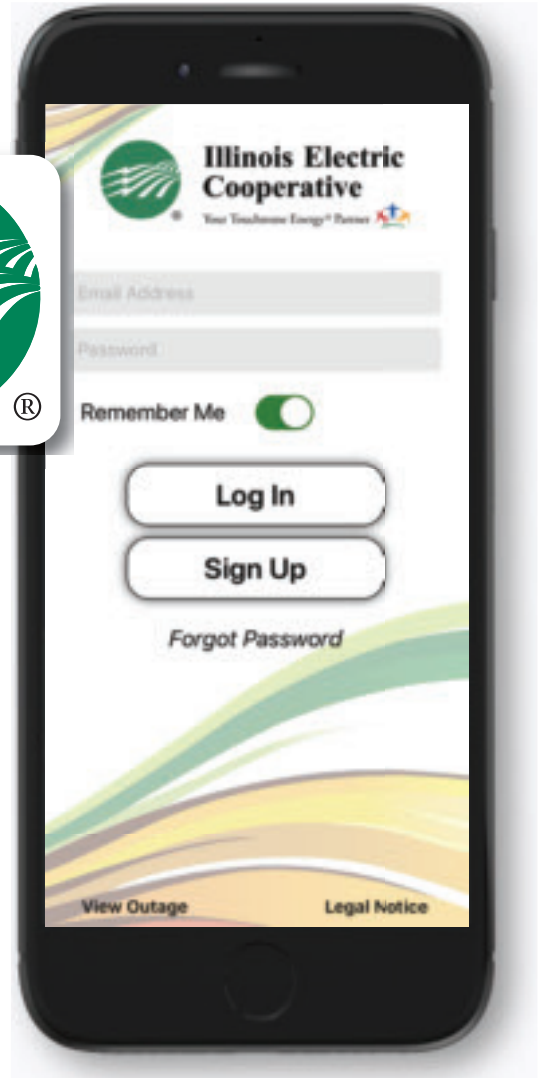
Do you have an iPhone or Android smartphone? If so, Illinois Electric Cooperative, in partnership with our member's services software, has a smartphone app for electric members. The app is named IEC Connect and is available for free for iPhone and Android smartphones.

With the app, members can check their balance, pay their bill, report an outage, view our outage map, and contact us. The app can be found by visiting the Apple App Store or Google Play Store and searching "IEC Connect."

If you have any trouble downloading or signing up for the app, give us a call at 1-800-468-4732 and we can walk you through it.

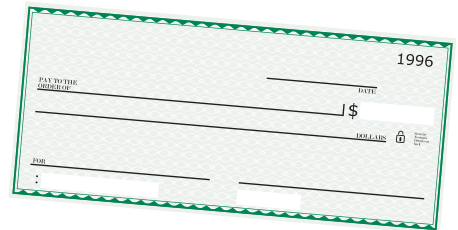


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