

TELL CITY ELECTRIC'S RESPONSE TO COVID-19

For the safety of our customers and employees, our office located at 601 Main Street will be closed to the public effective March 17th – April 10th. If you need to make a payment you can pay by mail, online at www.tellcityelectric.com/ with a debit or credit card. A drop box is also available behind our building at the drive-thru. We understand that many customers may face unusual financial hardship during this time, so we are suspending disconnects for non-payment and late fees beginning March 17th – April 10th. We will continue to read meters and send bills, so it's best to pay your bill, or what you can, to avoid building a large balance that will be harder to pay off later.

Tell City Electric Department (TCED) will continue to monitor the situations concerning COVID-19. We will continue to deliver reliable energy and limited customer service. We will be implementing preventive measures beginning March 17, 2020 to keep our employees as safe as possible.

During this period:

- Crews will be responding to power outages as normal.
- Our office at 601 Main Street will be closed to the public.
- We will provide customer service by phone at 812-547-3411 (7am-4pm, M-F)
- We will not be disconnecting for non-payment.
- We will not be charging late fees.
- We will continue to read meters, send bills, and other notices.
- Payments can be made
 - Online at www.tellcityelectric.com/billing.html
 - www.paygov.us or call 866-480-8552
 - TCED will waive/credit online convenience fees for the duration
 - By Mail
 - At a drop box located behind the building at the drive-thru.
 - TCED will be checking the drop box regularly during business hours
- To sign up for or stop electric service, please call 812-547-3411

These temporary changes will be revisited on April 10th, 2020 to determine if they will be continued or not.

These precautionary and temporary measures are to protect our employees and customers, as well as allowing TCED to continue providing essential services.

TCED will make additional changes that are deemed necessary and consistent with direction from the Center for Disease Control and Prevention or the State of Indiana.

We apologize for any inconvenience caused by these measures, but they are being implemented to help slow the spread of the COVID-19 virus. Thank you in advance for your cooperation in this matter.