



# PRESS RELEASE

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## FOR IMMEDIATE RELEASE

### **Prairie Land Electric suspends disconnections for non-payment, closes offices to the public until further notice**

**NORTON, KS 03-18-20**— Prairie Land Electric Cooperative, Inc. announced on Monday, March 16, that it will not disconnect any residential or business member for non-payment of their electric bill until further notice.

“Our members are facing uncertainty while Kansas is in a State of Disaster Emergency for the Covid-19 pandemic,” said Chuck Look, Prairie Land Electric’s CEO. “We understand that many of our community members may begin to experience financial difficulties outside of their control. We all need to come together and support each other through this unprecedented experience.”

Although members will not be disconnected, meters will continue to be read, and bills will be sent out as usual. Automatic payments will continue to be collected. Members who miss a payment will continue to receive late notices, although the possibility of disconnection is removed. Those who need special consideration will continue to receive service as they make other payment arrangements.

Prairie Land Electric has also closed their offices in Norton and Concordia to the public effective March 18, 2020 and until further notice. Members are asked to do business remotely if they can. Transactions can be completed online at [prairielandelectric.com](http://prairielandelectric.com), through the Smart Hub mobile application, or by using the automated phone system at 1-844-241-0263.

“We enjoy the face-to-face interaction that we have with our walk-in customers, but as an essential service to the community, we have to prioritize the safety of our personnel and the community as a whole,” explained Look.

If members have any questions about these measures, or would like to make payment arrangements, or report an emergency or outage, please contact Prairie Land Electric at 1-800-577-3323. Updates are also available on social media and at [prairielandelectric.com/covid-19-updates](http://prairielandelectric.com/covid-19-updates).