An important message from Noble REMC CEO

Noble REMC is a part of the community, and we’re here to help our members through the best and the worst of circumstances. Now is no exception. With the ever-evolving COVID-19 pandemic, we want you to be prepared for whatever the future may hold.

**Financial hardship**

COVID-19 has put a lot of our members in uncharted territory. We understand that the circumstances surrounding the pandemic – closing of businesses, workplaces and schools – could lead to some unforeseen financial hardships.

Some of you have never had to make that call – asking us for help with your bill. But in times like these, our members’ health and safety are the top priority. We’re here to listen and work with you regarding payment programs and local resources. Please call us at 800-933-7362.

**Reliability**

With local closures, you may find yourself spending a considerable amount of time at home. The last thing you need to worry about is your electricity.

That’s our job.

Noble REMC employees will be here throughout this situation to continue services and maintain the reliability of our lines.

We can’t guarantee that weather or traffic accidents won’t cause outages, but we can guarantee that we’ll be there to restore power to your home. To help us in that effort, we ask that you please alert us to outages through SmartHub, so we can more quickly coordinate our response.

**Saving energy**

Being home more means using more electricity. To keep your usage – and in turn, your bill – down, don’t forget to unplug appliances you aren’t using and turn off lights when you leave a room. Little changes can make a big difference.

If you have any questions or concerns regarding your service or account, call us at 800-933-7362.

Sincerely,

Ron Raypole

President & CEO