



## **White River Valley Electric Cooperative News Release**

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**For immediate release:**

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### **White River prepares for COVID-19 pandemic**

**Branson, Missouri** – White River Valley Electric Cooperative is monitoring the threat and discussing plans to help protect you and maintain our critical business operations in the face of the COVID-19 pandemic.

We are focused on maintaining a healthy workforce, and keeping key personnel—such as line workers and member service representatives— available so that we can continue to provide the excellent service you expect from us.

As is the case with the flu and many other illnesses, the most effective way we can lower the risk of the coronavirus for our members and employees is to prevent the spread of germs. If you feel sick, please do not come in.

Until further notice - all WRVEC offices will be closed to any members and vendors except through the common lobby areas, drive-thru windows, and drop-offs. We will post information on our website and social media channels when there are changes.

As always, payments can be made through our [SmartHub](#) application and by calling 800-879-4056 or (417)335-9335. A number of other options are available for your convenience as well. Visit our [website](#) for more information.

WRVEC and our partners focus on actions and strategies that help protect the energy grid, prevent threats that may disrupt electricity service, and develop capabilities that help us quickly respond. Our power provider, Associated Electric Cooperative, has a longstanding and specific plan designed to address pandemics like COVID-19. No negative impacts to delivery of electricity have occurred or are expected. Our combined efforts will ensure the reliability that members expect.

Please continue to be on the lookout for suspicious emails, phone calls, or persons impersonating business employees or charitable organizations. Unfortunately, scammers take advantage of opportunities such as this when households are otherwise preoccupied. If you get a call from someone claiming to represent WRVEC, and they make threats or demand immediate payment, hang up and call immediately.

Be assured, WRVEC will continue with our mission to provide members with safe, reliable, and affordable power – while enhancing the lives of those we serve.

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[White River Valley Electric Cooperative](#) is a [Touchstone Energy Cooperative](#) dedicated to ensuring our members receive safe and reliable service in their homes and businesses across five southwest Missouri counties including Ozark, Taney, Stone, Christian and Douglas.