Members News Release from URECC

December 3rd, 2020

Upshur Rural Electric Co-Op is encouraging all members to please take extra precautions in in social distancing, wearing masks and any other means possible in avoiding contact with Covid 19. East Texas is seeing an alarming spike in new cases of Covid 19 on a daily basis. URECC is taking extra precautions to ensure that your cooperative will be there for you.

The URECC lobby is currently open with limited staff during normal business hours, 8am-4:30pm, Monday – Friday, but we are encouraging members to pay bills through remote payment methods including the URECC SmartHub App (available for Apple or Android), kiosks, night drop box, or pay-by-phone on our secure lines at 888-223-2056 or 903-843-2536. We also encourage members to call or use the Chat feature on the app for questions and other communications. All URECC forms can be found on the website at URECC.coop. With limited staff available, please expect longer waits to speak to someone in the URECC lobby.

We are limiting the number of members in lobby at one time. The lobby is clearly marked for social distancing. If you choose to use one of the two kiosks within the lobby, please be aware that the member services representatives will not be able to leave their individual workspaces to assist with the kiosks. We must keep these employees healthy to continue to be there for our members.

URECC takes the responsibility of service to our members very seriously, whether that be preventative maintenance, making repairs after outages, establishing new service, or assisting with individual members' needs from our Member Services representatives. Our goal is to keep our employees in good health and serving our members. Should a tree fall on our lines in the middle of a cold night, we want our linemen in good health, and able to make those repairs immediately. If a member has questions about their bill, or needs to setup a new service, we want our member services representatives healthy and able to answer those questions or set up the orders for new service.

Electricity is essential in our everyday lives, and healthy URECC employees working behind the scenes is the source for providing that electricity. Your understanding and patience is appreciated as URECC continues to work to give its members the best in customer service.