



March 20, 2020

Our dedicated and hardworking employees remain committed to providing safe and reliable energy as our region comes together to mitigate and reduce exposure to this virus. We want to assure the public that we are ready to continue supporting our region's energy needs and will make any necessary adjustments to our work and operations to do so.

Customer Payment Center Changes and Other Payment Options

We are implementing measures to reduce the risk of exposure to COVID-19 and are taking proactive steps to enhance our customers' and our employees' health and safety. Therefore, beginning Monday, March 23, 2020 all EPE customer payment center lobbies will be closed until further notice. However, all drive-throughs will remain open to take payment. Currently, payment drop boxes at every location are still available to customers to drop off their payment at any time.

Click [here](#) to view our EPE Customer Payment Center locations and hours of operation.

We remind customers of the resources available on our website at epelectric.com for [bill payment options](#) and other information. Additionally, our [Bill2Pay](#) app is also available for download from the Apple Store and Google Play.

If you have questions about our assistance programs, need to make payment arrangements, or explore other billing options, please contact our Customer Care Team by email at CustomerCare@epelectric.com or by phone at (915) 543-5970 or (575) 526-5555.

Suspension of Service Disconnections

We understand that this virus could have a financial impact on our community. Therefore, we have taken the following steps and offer the following information:

- Until further notice, we have suspended service disconnections for nonpayment. We will continue to evaluate the impact created by this pandemic in our region. Please note that regular billing will continue for all customers.

Scam Alert: Stop, Call, Verify.

Unfortunately, scammers take advantage of opportunities during times like this and we want to remind our customers to remain vigilant. Customers should watch for suspicious emails, phone calls, or persons impersonating employees or charitable organizations. Be aware of threats to shut off your service if payment isn't made immediately. Always [knowing](#) what to look for and what to do is your best defense and if in doubt call our Customer Care Team at the numbers provided above.