



November 2021

Newsletter

OCEC Text Alerts - Number Change

Many of you receive the text message notifications from OCEC, these texts will now come from 509-996-7711 as we are no longer using the shortcode "797979". If you had saved the old number in your phone, please update the contact information to 509-996-7711. If you have any questions you may call the office during business hours or you can sign up for text alerts at www.ocec.coop under the Member Services section of the home page.



OCEC Resumes Delinquent Penalties and Disconnects



The Washington state Governor's Disconnection Moratorium (Proclamation 20-23) expired on September 30, 2021.

OCEC has resumed assessing late fees and penalties on electric bills. OCEC has not charged any delinquent penalties or disconnected services since March 2020.

The COVID-19 pandemic was unprecedented. We know some of our members may still be facing financial challenges and we understand you may continue to have trouble paying your electric bill. If you missed payments and have a past-due balance, we can help. If you are unable to pay your bill, please contact our office immediately to discuss a payment arrangement. We are available Monday-Friday 8:00am-4:30pm at (509) 996-2228.

Additional customer assistance programs are available through our community partners; The Cove, Room One and Okanogan County Community Action Council. We can provide you with additional information to contact these organizations.

OCEI Welcomes New Employee

Okanogan County Energy is thrilled to welcome Krissy Weber as our new Propane Billing Clerk! Krissy comes to us with many years of customer service experience and has lived in the Methow Valley since the summer of 2007. Krissy and her family live in Twisp.



3 Fall Energy Tips



- Set your thermostat to 68 degrees or cooler to give your heating system a break.
- Weatherstrip and caulk around windows, doors, plumbing, ducting and areas where electrical wiring comes through walls, floors or ceilings.
- Open blinds and other window coverings during the day to let natural light in to warm your home.

Northwest Energy Efficiency Survey

The Northwest Energy Efficiency Alliance is currently conducting their Residential Building Stock Assessment. They will be sending letters to a small selection of OCEC members asking for your participation in a short survey about energy usage in your home. This survey will be used by northwest utilities for future energy planning efforts. You can find out more about the Northwest Energy Efficiency Alliance at neea.org.

Our mailing address is: PO Box 69, Winthrop, WA. 98862

Hours of operation: Monday - Friday 8:00 AM - 4:30 PM

Contact us: Toll Free: (888) 710-2228 | Local: (509) 996-2228

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