

# Okanogan County Electric Cooperative, Inc. (OCEC)

## COVID-19 Customer Support Programs

Updated 11/5/2020

The following programs are available to OCEC members and customers who need assistance paying their Co-op bills due to economic hardship as the result of the COVID-19 pandemic. OCEC requests that customers with overdue bills contact Co-op's customer service for assistance at 509-996-2228 or email [info@ocec.coop](mailto:info@ocec.coop).

### **OCEC**

Because we understand that many of our members will be facing potential financial hardship due to closed businesses and self-quarantine measures, we have temporarily waived delinquent fees and disconnects for non-payment. As of December 31, 2020 OCEC may resume charges for delinquent notices and disconnects for non-payment accounts.

Your usage and balance owing will continue to accrue so we do encourage members to pay what you can to avoid a large bill in the future. During business hours our office staff is available to discuss individual payment arrangements and take payments over the phone.

At this time our office is staffed Monday through Friday 8:00am to 4:30pm.

### **Okanogan County Community Action Council (509) 422-4041 (OCCAC)**

For the last 47 years, OCCAC has been a cornerstone of the community effort to end poverty. From providing emergency services to low income families in crisis to services that help build individual skills with the goal of self-sufficiency, OCCAC fights poverty through education and empowerment. OCCAC is comprised of volunteers, staff, board, and clients – OCCAC is US and it is YOU. We all live in beautiful Okanogan County, a land of promise and a land that will test even the best of us to see if we can survive harsh climates and a struggling economy. We envision a county where generational poverty no longer exists. Whether you need help now or want to give help, we look forward to working with you to move our mission forward. [occac.com](http://occac.com)

### **The Cove (509) 997-0227**

The Cove opened its doors as the Methow Valley Food bank on April 23rd, 1998 with the expressed purpose of demonstrating God's love in our community. This goal was to be accomplished through short term assistance by distribution of supplemental food and long term assistance by the developing of relationship and a resource network. In 2000 the Cove was given its non-profit and 501(C) (3) tax status. [thecovecares.com](http://thecovecares.com)

### **Room One (509) 997-2050**

Room One is a nonprofit health and social service center located in the rural Methow Valley of north central Washington. Because of the Methow Valley's uniquely isolated location, area men, women, and children in need of critical human services are often left without advocates and vital resources. With limited access to safety net programs, crisis support, and meaningful help, rural communities like ours are susceptible to health disparities, including high rates of teen pregnancy, domestic violence, substance abuse, and mental health needs. The comprehensive services we provide at Room One are directed at preventing violence in our community and interrupting health disparities. [roomone.org](http://roomone.org)

**This page is posted in accordance with Washington State Governor's Proclamations 20.23.6 & 20-23.11 with an updated posting date of November 5, 2020. The information was reviewed and approved for public display by David Gottula, General Manager; OCEC.**