



Tri-County Electric Membership Corporation

A Touchstone Energy® Cooperative 

Tri-County EMC continues to adapt to the rapidly-changing circumstances that the spread of the coronavirus, COVID-19 present to us as a utility and individual. To ensure the health and safety of our members and employees, **our lobby is closed effective Wednesday March 18, 2020.**

Here are additional resources you can use to conduct business:

- **Drive-Thru:** Visit our drive-thru to make payments or apply for a new service.
- **TCEMC Mobile App:** Download our mobile app today to securely make payments.
- **Website:** Visit us at tcemc.com to make payments or apply for a new service
- **24/7 Member Services:** Call us at 919-735-2611 or 1-800-548-4869 to make payments.

We understand that some members are facing financial hardships due to closed businesses and self-quarantine measures, therefore we are suspending disconnection of electric service for regular and Pre-Pay accounts until further notice. Additionally, late payment fees are waived during this time. PLEASE BE ADVISED THAT A SUSPENSION OF DISCONNECTION DOES NOT MEAN YOUR ELECTRIC BILL IS WAIVED. Members are advised to monitor their energy use and keep up with payments to the best of their ability. Members can expect continued delivery of bill statements, and should also have a plan for payment as we transition back to normal in the coming months.

We encourage you to follow the [CDC's Recommendations](#) for preventing the spread of this and other infectious viruses. We are committed to serving you and your families. Together, we will get through this challenging time. We hope you and your loved ones stay safe and healthy.

Thank you