

The safety and wellbeing of our members and our employees are of the utmost importance. Regarding COVID-19 (coronavirus), the Centers for Disease Control and Prevention (CDC) states; **“The best way to prevent illness is to avoid being exposed to this virus”**. To that end, beginning Tuesday March 17th, we are closing the lobbies at all our district offices, as well as the drive thru at the Texarkana office, until further notice.

Our office employees will continue to work normal business hours and will be available to assist you by phone and email. Our linemen and servicemen will continue to work as well to ensure that delivery of electric service is not impacted. Please note that field personnel will follow CDC guidelines as well and will attempt to minimize contact with the membership. Don't mistake their actions as rude or disrespectful, but recall they are taking these steps to protect you.

Even in these unusual circumstances, we are here to serve you in the following ways:

- Phone your local district office or call 1-800-782-2743
- Email to memberservices@swrea.com
- Use our SmartHub mobile app or SmartHub web to:
 - Pay your bill
 - Report an outage
 - Monitor usage
- Report Outage by Phone 1-866-229-8474
- Pay bill by phone 1-888-999-2101
- 24/7 Kiosks are located at each district office to accept cash or card payments
- Night drops are available at each office for cash or check payments

Thank you for working with us as we navigate through these uncertain times. Know that internally we are taking every precaution to keep our employees healthy, so that we can continue to deliver the reliable electric service you expect from Southwest Arkansas Electric Cooperative. Our management team will continue to monitor the situation and we will keep you updated as to our actions.

<https://swrea.smarthub.coop/Login.html>

<https://www.smarthubapp.com/>

