



TAYLOR
— ELECTRIC —
COOPERATIVE

March 30, 2020

At Taylor Electric Cooperative, we believe that providing safe and reliable services for our members is our civic duty and we are honored to do so. Whether the situation is a storm, an accident, or the current COVID-19 pandemic, we will be here ensuring the reliability you have come to expect from Taylor Electric.

Amid growing concerns regarding the spread of COVID -19 (coronavirus), and with direction from local, state, and federal governmental agencies including the Centers for Disease Control and Prevention, we have made the decision to temporarily close the payment lobby at our Merkel Headquarters. I, along with the Board of Directors, continue to believe that this is the best decision to ensure our members and employees are kept safe. **At 5:30 pm on Monday, March 30, 2020, the payment lobby at our Merkel office will be closed until the virus threat is diminished.** As a reminder, our payment lobby at our office in Abilene remains closed as well. Payments can still be made over the phone, the online portal, the Taylor Electric app or by visiting the payment drop box at either office locations. It is important to note that our linemen, engineers, operational support staff, fiber internet staff, and member service representatives stand ready to support you 24/7.

I want to personally assure each of you that everyone at Taylor Electric is ready to assist you during these unprecedented and uncertain times. As this situation continues to evolve, we will remain diligent on keeping you informed and as always, we will be here, keeping the lights on. Thank you for allowing us to serve you.

Sincerely,

Ryan Bartlett
President / CEO
Taylor Electric Cooperative

For 81 years, the mission of Taylor Electric Cooperative has been to improve the quality of lives by providing safe and reliable power to our membership. The safety and well-being of our members and employees has always been our number one priority. Throughout our history we have always answered this call and will continue to do so in all conditions.