



P.O. Box 358  
Halstad, MN 56548-0358  
Phone: 218-456-2139  
Fax: 218-456-2102  
Toll free: 1-800-788-7784  
[www.rrvcoop.com](http://www.rrvcoop.com)

## **COVID-19 Response Statement**

Red River Valley Co-op Power values the health and safety of its employees and members. Please know that we are committed to continue the mission of keeping your lights on. Employees continue to do the work of your cooperative. Here are some of the steps we've taken to modify practices due to concerns regarding the coronavirus.

- The office is now closed to walk-in traffic. This actually affects very few members. But we know that those who do come in to the office enjoy the camaraderie with our up front employees. However, for the time being, that will no longer be possible out of concerns for both employee and community member.
- Any calls, questions or concerns can and will be answered via phone or email. Just like always.
- Any outage call or new service/upgrade questions will still be answered. Just call 800-788-7784 or 218-456-2139.
- If an appointment is necessary, it needs to be setup ahead of time.
- Members can make payments the following ways: online at [www.rrvcoop.com](http://www.rrvcoop.com) by clicking one One-Time Payment or via SmartHub, secure phone system (1-888-395-5290), by mail, auto-pay or drop a payment in the outside payment box at the office.
- We recognize the financial hardship some members may face due to the outbreak, so we have suspended all collections activities and will not disconnect services for nonpayment until further notice. Though disconnects may not occur, it remains the responsibility of each member to pay as they can, which will help avoid a larger balance in the future. Reminder calls will continue as usual. We encourage any member who is facing financial challenges to call us or email us.
- Internally, employees are practicing procedures as well.

Again, your cooperative is still conducting the important business of keeping the lights on safely, reliably and efficiently. That will not change.