



A Touchstone Energy® Cooperative



264 N. East St., P.O. Box 80 • Carlinville, IL 62626-0080
Office: 217-707-6156 • Toll Free 800-648-4729 • www.mjmec.coop

March 17, 2020

To Our Valued Members,

Serving our Members is our core mission. MJM Electric staff has been monitoring the COVID-19 situation and is aware that the virus has been identified closer to home.

In order to keep our employees safe and healthy and be able to “keep the lights on”, it is crucial that we follow the Center for Disease Control and health official’s guidelines. We are limiting unnecessary face to face interactions as much as possible. We are asking that you do not come into the office unless it is absolutely necessary.

As of now, MJM’s office is opened so if you *must* pay with cash, we are able to assist you. We are asking that Members utilize our bill payment options listed below:

- Call our automated payment number at 855-313-6314
- SmartHub mobile and web app to make a payment
- Quick pay by SmartHub located on the top left-hand corner of our website
- Drop your payment in our drop box located outside of the building.
- Mail your payment to MJM Electric, P.O. Box 80, Carlinville, IL, 62626

Please keep in mind that *none* of these options charge extra to use. Our employees are available and ready to serve you by phone at 217-707-6156.

We will communicate any operational changes via social media and on our website in the future. We are focused on maintaining a healthy workforce and keeping our personnel available so we can continue to provide the reliable service that our Members deserve.

Thank you for your patience and understanding during this uncertain time.

Sincerely,

Laura Cutler
President/CEO