



Blue Ridge Mountain EMC's Response to the Novel Coronavirus (COVID-19) Pandemic

Due to the ever-evolving novel coronavirus (COVID-19) pandemic, and in agreement with BRMEMC's established protocols, we have decided to take the precautionary measure to close the lobby of our office and the drive-thru window to the public beginning Tuesday, March 17 and tentatively reopen on Monday, April 6.

Here's what you need to know:

Why are we closing the lobby and drive-thru window?

Our employees' and members' health is our top priority. We want to take all available precautions to ensure our employees stay healthy so that we can continue providing reliable service to our members. We don't want our linemen, crews, customer service representatives, and additional employees to chance being quarantined. We need them all to be available in order to keep the day-to-day operations functioning 100% and able to respond to our members' needs.

How long will the lobby and drive-thru window be closed?

We have scheduled the lobby and drive-thru window to tentatively reopen to the public on Monday, April 6. This is a very fluid situation so we will monitor the novel coronavirus pandemic and adjust accordingly.

Will the closure affect BRMEMC's day-to-day operations?

The closure will have minimal effect on our day-to-day office functions since many of our office personnel can telework and still provide their same great service. However, our field services will be temporarily scaled down in an effort to satisfy the federally-recommended social distancing guidelines. This will not affect your existing electric or fiber internet service. We will respond as needed to any outages that may occur.

What additional measures is BRMEMC taking to protect employees?

We have instituted several procedures to safeguard our employees against any potential illness. This includes equipping some of our employees to perform the majority of their duties from home, encouraging social distancing, ramping up sanitation protocols, suspending all non-essential business travel, and asking employees to be conscientious of personal activities and travel. Should our employees need to be in your area, they will limit their contact through social distancing.

Will the closure affect your power outage and emergency response?

No, our crews will remain on-call 24/7 to respond to any power outages or emergencies and make necessary system repairs. You can report your outages as normal by calling us at (706) 379-3121, online at brmemc.com, or through the Outage Texting Service.

Can I still manage my account and pay my bill?

Yes, you can still manage your account and pay your bill online through the Member Dashboard, the BRMEMC App, by phone and by mail. You may drop off payments in the drop box at our drive-thru in Young Harris, Ga.

Will you be disconnecting electric service for non-payment?

We recognize this situation has caused and will cause many of our members to change their daily routines and possibly cause financial hardships. BRMEMC will be working with those members impacted to help ease the burden and provide additional time for recovery. We are suspending disconnections for non-payment until May 1.

Will the closure affect my new service request, pending service orders, etc.?

Yes, the scaled down efforts in operations will affect new service requests and pending service orders as well as delays in construction. We will work through these projects on a case-by-case basis.

Will this affect my fiber internet service?

No, there should be no interruption to your service. Customer service and technical support will remain on the same schedule as always and we can be reached by phone and email. However, new fiber internet service installations will see some delays as we limit contact through federally-recommended social distancing guidelines.

Again, this is a rapidly evolving situation, and we will address the challenges as they occur in consultation with federal, state and local authorities. We are here to keep the lights on and the power grid functioning 100%, and that is exactly what we plan to do. Please email us at questions@brmemc.com for any questions regarding our closure and response. We thank you for your patience and understanding during this time.