

FAQs:

COVID-19 Accounts



South River Electric
Membership Corporation

A Touchstone Energy® Cooperative 

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Why do I have an extra bill?

Past-due balances have been transferred to a separate account. You will have one bill for your regular electric account and one for your COVID-19 balance. For some members with multiple past-due accounts, the combined balance will be transferred into a single COVID-19 account.

2

How can I pay my past-due bill?

You can pay online, over the phone, by mail, kiosk, or at-office. Be sure to specify you are paying your COVID-19 bill.

3

What about my SmartPay account?

All past-due balances will be transferred into debt recovery. Starting [September 1](#), 30 percent of all payments will go toward payment of the debt-recovery balance. Debt recovery balances are separate from the SmartPay account. Disconnection of electric service for Smart Pay will resume [August 12](#).

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What is debt recovery?

We set up your COVID-19 account and provide a mechanism to payoff your outstanding balance. What you owe South River EMC is paid at the same time through debt recovery. 30 percent of each payment goes toward eliminating that debt.

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Will I get extra time to pay my bill?

You will have until [January 31, 2021](#) to pay your COVID-19 balance.

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Can I pay my COVID-19 bill in full?

Yes, we have divided your total into six equal installments, but you are still able to pay it all at once. You can only do this in person or over the phone.

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Is South River EMC doing anything to help members?

In addition to setting up payment plans, South River EMC has refunded capital credits early to offer some relief for past-due balances.

8

Is my electricity going to get disconnected, or am I going to be charged extra while I pay off my balance?

COVID-19 accounts are fee and disconnection exempt. However, your regular electric account is subject to fees and disconnection if not paid.

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Are there agencies that can assist me?

Yes. On our website, sremc.com, there is a PDF that has a list of agencies that can help. It's under the COVID19 Cooperative News tab, highlighted in blue called "Financial Relief Agencies."