



We would like our members at Columbus Electric to know that we care about their health and safety as well as our employees, especially now during the CoronaVirus (COVID-19) pandemic.

Below is some information that we would like to share with our members.

WAYS TO PAY YOUR ELECTRIC BILL

Although our office currently remains open and payments can be made in person, for the health of our members and our employees we are encouraging members to utilize one of the alternative payment methods that we offer. Payments can be made by mail, online at www.columbusco-op.org, using the SmartHub app on your mobile device, or by phone anytime using our Interactive Voice Recognition (IVR) system at (855) 874-5352. You can call our main office at (575) 546-8838 or toll free at (800) 950-2667 and speak to a member service representative during normal business hours or at (800) 228-0579 after hours. A payment drop box is also available at our office, located at 900 N. Gold. Please send the return stub portion of your billing back with your check when you pay by mail for proper crediting to your account.

WATER HEATER PROGRAM TEMPORARILY SUSPENDED

We will be suspending our water heater program temporarily until further notice. In an effort to protect the health of our members and our employees we are practicing social distancing as recommended. All water heater inspections are also suspended until further notice.

TEMPORARY SUSPENSION OF RESIDENTIAL SERVICE DISCONNECTIONS

Disconnections of utility service for residential customers for non-payment are currently suspended until further notice. Please note that regular billing will continue for all members.

SCAM ALERT: STOP, CALL AND VERIFY

Unfortunately, scammers take advantage of opportunities during times like that and we would like to remind our members to stay alert. Please be aware, these scam artists can be very convincing. Never give your credit card number or other personal information over the phone without verifying the call. If you receive a call that asks you to pay using a third-party system, or at all appears suspicious, please hang up and contact us at 1-800-950-2667 OR 575-546-8838. Do not call the number the caller gives you. By calling us directly, you can talk to a service representative who will confirm your bill and let you know of any problems with your account. Please report all incidents to your local law enforcement agency.

Columbus Electric Contact Information: 575-546-8838 or Toll Free: 1-800-950-2667

24/7 Hour Outage Response and after-hours payment center: 1- 800-228-0579

www.columbusco-op.org

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