

Bluestem Electric Cooperative's Response to the Coronavirus (COVID-19)

The health of Bluestem Electric Cooperative's employees and members is our primary concern and we are continuously reviewing our operations in response to the spread of the Coronavirus (COVID-19). It is our intent to maintain the health and safety of the people working for Bluestem and to ensure that business operations continue without interruption.

Below is important information for our members to know:

Office Operations:

- Bluestem employees in our Wamego and Clay Center offices are continuing to work normal business hours from 8:00 a.m. – 4:30 p.m., however **effective March 19th our offices will not be open to the public until further notice.**
- If members need assistance, they can speak with a Bluestem representative at Wamego by calling (785) 456-2212 or Clay Center (785) 632-3111.

Bill Pay:

- Bluestem does have several convenient ways members can pay their bill. They include:
 - Online via *SmartHub*
 - Automatic bank draft
 - By phone
 - By mail
 - By physical drop box located at our Wamego and Clay Center offices
- To learn more about payment options, members may visit our [website](#) or contact a Bluestem representative at Wamego (785) 456-2212 or Clay Center (785) 632-3111.

Field Operations:

- We will continue to dispatch our line personnel to our members' service locations when needed. Of course, all our employees will refrain from handshakes and will practice social distancing. These measures help ensure that your electric co-op continues to provide reliable electricity during a business continuity event. Additionally, we are asking our employees (and urge our members) to follow the CDC & KHDE [guidelines](#) to prevent the spread of the infection.
- If members experience a service interruption, they can report it by phone or text.
 - By phone: Dial (785) 456-2212 or (785) 632-3111
 - By text: Text the word "outage" to 55050 (*Text reporting involves a set up process prior to use. Please contact a Bluestem representative at one of our offices for instructions.*)

We are focused on maintaining a healthy workforce and keeping all personnel available in order to provide the excellent service you have come to expect from us. Please feel free to let us know if you have any questions. Thank you for