

Friday, May 1, 2020

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BRMEMC Drive Thru Opens; Lobby Remains Closed Through May 18

YOUNG HARRIS, Ga. — Blue Ridge Mountain EMC has opened its drive thru, but will continue to keep its lobby closed to the public through Monday, May 18.

BRMEMC offers support to its Members by phone at (706) 379-3121, email Customer.Service@brmemc.com and online at brmemc.com. Most paperwork and service applications can be emailed directly to members and returned via email to the EMC. Dispatch personnel are still available 24/7 for reporting power outages and crews will remain on call to resolve outages and work on essential tasks. Please be advised that linemen and crews will be adhering to social distancing of at least six feet from anyone they encounter, and ask that the community respects this buffer. This time of year is when severe weather begins to occur and BRMEMC's employees need to remain as healthy as possible and able to perform their essential duties.

BRMEMC made the call in mid-March to temporarily suspend disconnects for non-payments through May 1. This date has been extended to May 31. Discussions and plans are being made on how to handle the recovery of these debts using guidance from the Tennessee Valley Authority (TVA), our rate regulator, as well as federal and state governments. This is a very fluid situation and BRMEMC will respond and act appropriately, in accordance with governing authorities, and in the best interest of our Members.

BRMEMC's broadband department will continue to maintain its current network and support of its customers. At this time, there will be no installs inside homes and only fiber splicing to the outside of the residence. There are nine (9) free Wi-Fi hotspots throughout our service territory that can be utilized by students, teachers, families and others working remotely. The locations of the Wi-Fi hotspots can be found at brmemc.com.

BRMEMC will continue to work diligently to maintain the power grid and respond quickly and efficiently to power outages. We appreciate your patience and support during this unprecedented time.

For more information on BRMEMC's operations, customer service and free Wi-Fi hotspots visit brmemc.com.

About Blue Ridge Mountain EMC

Blue Ridge Mountain Electric Membership Corporation is a member-owned electric cooperative headquartered in Young Harris, Georgia, serving over 53,000 member-customers in Cherokee and Clay Counties in Western North Carolina, and Towns, Union and Fannin Counties in Northeast Georgia. Organized locally in 1937, BRMEMC has invested well over \$270 million in physical infrastructure in its mission to provide reliable electric and broadband services to its members where those services would not otherwise have been available. Blue Ridge Mountain Electric Membership Corporation is an equal opportunity provider, employer and lender.

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