

FREQUENTLY ASKED QUESTIONS

COVID-19 CORONAVIRUS



Jackson County REMC

A Touchstone Energy® Cooperative 

IS THE JACKSON COUNTY REMC LOBBY CLOSED?

Yes. In order to keep the lights on we must keep our employees' healthy and safe. For that reason, our lobby is closed until further notice.

HOW DO I PAY MY BILL WITH THE LOBBY CLOSED?

We offer a variety of bill payment options. Electronic payments can be made at www.jacksonremc.com or on our SmartHub app (available for both Apple and Android). You can also make a payment using our pay by phone system by calling 888-999-8816, or you can call the office at 812-358-4458 and press zero to talk to a customer service representative. If you need to make a payment by cash or check, the drop box at our office is available.

WHAT DO I DO IF I AM UNABLE TO PAY MY BILL?

We understand that some of our members may face financial hardships due to business closures and slowdowns. If this is you, we urge you to call our office at 812-358-4458 and talk to a customer service representative about options regarding payments, rates, and usage assessments. We are temporarily suspending disconnects and late fees on all accounts, so our members won't be without power. We still encourage our members to pay what they can to avoid a large bill down the road.

WHAT FINANCIAL ASSISTANCE IS AVAILABLE?

There are resources available to members facing financial hardships. Please call our office at 812-358-4458 so our customer service representatives can help guide you in accessing those resources.

WHAT IF I RECEIVED A LATE NOTICE?

While disconnects have been temporarily suspended, Jackson County REMC will still send automatic phone and email notifications.

WHAT SHOULD I DO IF MY POWER GOES OUT?

As always, if you lose power, please report it through SmartHub or by calling 812-358-4458. Please remember that we cannot log outages via social media. We will continue to dispatch crews to safely restore power.

WHAT IS JACKSON COUNTY REMC DOING TO PROTECT EMPLOYEES?

The health and safety of our employees is essential to providing critical electric services to our members. In addition to the lobby closure and heightened cleaning and sanitizing operations, we are taking internal precautions, including suspending in-person meetings and allowing some employees to work from home to minimize in-person interactions. The cooperative's leadership is closely monitoring the situation and making necessary adjustments as changes occur.