

Fort Belknap Electric Cooperative COVID-19 Statement

The safety and well-being of our members and employees is of utmost importance. Fort Belknap Electric Cooperative (FBEC) has been monitoring and will continue to closely monitor and make changes in response to the spread of the Coronavirus (COVID-19). We take very seriously our responsibility to protect our employees, their families, our members and the communities we serve.

In response to health concerns prompted by COVID-19, our office will be closed to the public beginning on March 20, 2020, lasting through the near future or until the outbreak diminishes.

We understand this may negatively impact some of our members and want you to know that we appreciate your understanding and flexibility during these changing times. We are taking every precaution to ensure that our employees are not potentially exposed to, or inadvertently expose others to COVID-19, and we hope that you can support our reasons for taking this step. We believe there is nothing more important than our collective health and safety as we navigate providing our members with critical electric power in a safe environment.

Please remember that we will continue to work and provide service to you during this time. If you have any questions or need any additional information, please call our office at 940-564-2343.

During this interval, we will not be taking payments inside at our office, other than by mail and those left in our drop box. If you are accustomed to paying in cash, we ask that you get a money order, use our automated pay by phone system, or use our online website. Please see our payment options listed below:

PAYMENT OPTIONS:

PAY BY PHONE Available in English and Spanish 7 days a week, 24 hours a day accepting check by phone and debit/credit cards. Our toll free number is 1-844-834-4453. Your payment will post immediately to your account and there is no charge.

ONLINE BILL PAY WEBSITE Making payments 24/7 through our SmartHub program is fast, easy and free at www.fortbelknapec.com. There is a Mobile App available through the Apple App Store (iPhone or iPad) or Google Play Marketplace (Android phone or tablet). By accessing our website, you will not only be able to pay your bill, but you can also view your billing history and your actual daily electrical use. There are several notification options available with SmartHub including email and text messaging.

BY MAIL & OFFICE DROP BOX We will still be accepting payments through the mail and our drop box here at the office, as usual. We do caution you in leaving cash in the drop box as we will not be liable for any loss. We ask that you make arrangements to get a money order instead of leaving cash.

There will be very limited case-by-case exceptions to this policy. If you believe that you need to see us in person, please call our office ahead of time and we will arrange to meet you at the door.

Our new membership/service applications can be sent to you by email or by fax. Please call our office at 940-564-2343 for more information. There is also a membership/service application available on our website at www.fortbelknapec.com.

Please know that we continue to be available to answer any questions and take care of your electric power needs by calling 940-564-3526 from 8:00 a.m. to 5:00 p.m. Monday through Friday. If you have a power outage, you will call 940-564-2343 as usual, day or night.