

NEWS



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For Immediate Release 3/13/2020:

Firelands Electric Co-op takes action amid COVID-19 crisis

(NEW LONDON, OH) — The health and safety of Firelands Electric's employees, members, and community are the cooperative's top priority. Due to recent developments in Ohio regarding COVID-19 (coronavirus), Firelands will be requiring all members to conduct business with us via its night drop, drive thru, phone, mail, or website.

Firelands Electric is temporarily closing its facility lobby to the public at 103 Industrial Drive, in New London. The area will be closed to the public until further notice, and will reflect the Governor of Ohio's administrative orders.

The cooperative wants to continue to make it easy to do business with its members — and is available 24/7 by phone or on the SmartHub app.

"We apologize for the inconvenience as we take measures to ensure the health and safety of our employees and community," says General Manager Dan McNaull. "Our cooperative understands the responsibility in keeping the power on for our consumer-members and businesses during this time."

Firelands Electric's drive-thru window and night drop will remain open in addition to service support available online at www.firelandsec.com, the cooperative's SmartHub app, or by calling 1-800-533-8658.

Firelands Electric Cooperative, a Touchstone Energy Partner, is a member-owned, not-for-profit electric utility serving more than 9,100 homes and businesses in rural areas of Ashland, Huron, Lorain, and Richland counties that ranks among the highest energy utilities in the country for customer satisfaction. Visit the cooperative's website, www.firelandsec.com, [Facebook page](#) and [Twitter feed](#), to learn more about reliable and affordable power.