**(Customize text per your co-op’s plan)**

(Co-op logo)

FOR IMMEDIATE RELEASE: (date)

**Press release**

**(Co-op) announces plans to resume regular operations**

(City, KY) — In March, (**insert home city**)-based (**Co-op**) closed lobbies and changed work schedules as precautionary measures to protect its members and employees from COVID-19. Today officials announced the cooperative is resuming regular operations.

“We can’t thank our members enough for their patience that allowed us to prioritize safety while continuing to reliably deliver essential electric power to homes and businesses,” said (**insert title and name of cooperative spokesperson**).

The return to regular operations includes opening lobbies at offices in **(locations)**. Members are invited to visit any office lobby for regular business transactions. Lobby hours are Monday through Friday, **(hours)**.

On (insert date disconnects will begin), **(Co-op)** will also begin efforts to collect past-due balances.

“We know many members are struggling financially. Please be assured we will work with them to establish a reasonable payment plan,” said **(spokesperson)**. “If our members are having trouble paying their bill, they should call **(phone)**. In most cases, we can work with them on a plan to spread out payments or catch up on past due balances.”

(**Co-op**) expressed its appreciation to members and people across local communities who have assisted one another.

“The cooperative spirit of helping each other is at work,” said (**spokesperson**). “It’s been a tough year, but we’re getting through it the co-op way. We’re in this together!”

For more information, contact:

Co-op media contact name

Contact person’s title

Email, phone number

(Add co-op boilerplate)