

District Office Closure Notice

Important Update on Member Service Changes

Dear Tri-County Electric Cooperative Members,

We would like to inform you of an important upcoming change in how we serve our valued members. Effective March 2, 2026, the Tri-County Electric Cooperative district offices in Santee and Lower Richland will be permanently closed.

This decision reflects our continued commitment to improving service efficiency and accessibility for all members. Over the past several years, we've seen a significant shift in how members interact with us—less than 5% now visit district offices, while the majority rely on our online and phone services for their accounts and support.

To better meet these changing needs, we're excited to announce the establishment of a new in-house Member Service Call Center, staffed by our knowledgeable and friendly member service team. This enhancement will ensure you continue to receive prompt, professional assistance by phone and online. Our representatives currently handle more than **7,000 calls per month**, and this new center will further strengthen that level of service.

While our service strategy is evolving, our commitment to quality and member satisfaction remains steadfast. We understand that transitions can be challenging, but these updates will allow us to serve you more effectively—anytime, anywhere.

For members who prefer in-person assistance, our **St. Matthews headquarters** will remain open, with expanded office hours:

- **Monday–Thursday:** 7:30 AM – 5:00 PM
- **Friday:** 8:00 AM – 1:00 PM

You can also access your account, make payments, apply for service, or report outages 24 hours a day, seven days a week through our convenient online and phone options. Details about these services can be found on the back of this letter.

If you have any questions or concerns about these upcoming changes, please don't hesitate to contact our Member Service team 877-874-1215. We sincerely appreciate your understanding, support, and continued trust in Tri-County Electric Cooperative.

Chad T. Lowder
Chief Executive Officer

Member Service Options

By Phone:

 803-874-1215 or toll-free 877-874-1215

Online:

 www.tri-countyelectric.net

Mobile App:

 **TCE Mobile**- Our Mobile App provides fast, secure access to your account—anytime, anywhere. Easily manage your account details, view your bill and balance, make payments, find payment locations, set up alerts and reminders, and receive push notifications.

-  **Apple Users**- Go to the apple app store → Search for TCE mobile → Download the app to your device
 -  **Android & Google Users**- Go to the Google Play store → Search for TCE Mobile → Download the app to your device
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Payment Options

Kiosk Locations:

- **St. Matthews Headquarters**
6473 Old State Road, St. Matthews, SC
- **Lower Richland**
11335 Garners Ferry Road, Eastover, SC

Payment Centers: (Cash Only)

Available at participating retail locations, including:

- Dollar General – Family Dollar- CVS- Walgreens

Additional Payment Options:

- **Bank Draft**- www.tri-countyelectric.net → My Account → **Automatic Bank Draft**
- **Levelized Billing**- www.tri-countyelectric.net → My Account → **Levelized Billing**