



Norris Public Power District
606 Irving St., Beatrice, Nebraska 68310
402-223-4038

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March 16, 2020

4:00 p.m.

For Immediate Release

Norris Public Power District Temporarily Closes Offices to the Public

Beatrice, Nebraska – Norris Public Power District customer service centers located in Beatrice, Hebron, Roca and Seward will be closed to the public beginning Tuesday, March 17, 2020 until further notice. This decision was made in an effort to reduce the potential risk of exposure to the Coronavirus (COVID-19) to our employees and customers.

Customer Service Representatives will continue to answer phone calls and operations personnel will continue to respond to outage calls.

Norris offers multiple options to pay your bill without entering a local office:

- Customers can pay their electric bill by phone 24 hours a day, 7 days a week by calling our Interactive Voice Response System at 1-866-999-4503.
- E-check, credit or debit card payments may be made over the phone. Call 1-800-858-4707 or your local office to pay by phone.
- Visit www.norrisppd.com to pay online or download the SmartHub app on your smart phone or tablet.
- Secure payment drop boxes are located at the Beatrice, Hebron, Roca and Seward offices.
- Kiosks at Beatrice and Roca allow customers to securely access their account and make payments with cash, e-check, credit or debit card, 24 hours a day, seven days a week.
- Pay at any MoneyGram location. Please have your Norris account number available and provide the receive code of 17228.

Norris operations and engineering personnel will not meet in person with customers until further notice. Please call your local Norris office or 1-800-858-4707 for all electric service inquiries.

Norris is committed to the safety and health of its employees and the public. Norris Public Power District provides electric service to 24,500 customers in Gage, Jefferson, Lancaster, Saline, Seward and Thayer Counties in southeastern Nebraska.

Contact:

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