

FAQS

Why are you closing the Sneads office? *We believe the building has significant structural damage. We are exercising an abundance of caution to ensure the safety of our employees and members who utilize this office.*

What caused the damage? *We are not sure at this time, but we believe it could be directly linked to damage caused by Hurricane Michael.*

When did this happen? *Some damage has progressed over the past several months; however, there was a noticeable shift in the floor and walls **overnight**.*

What is the extent of the damage? *The exterior walls are shifting/leaning and cracking. The concrete slab is cracking/shifting and dropping. The building is also leaking and flooding around its perimeter.*

How long will the office be closed? *We are unsure, but we will inform members and the community about future plans. We are exploring options to open a temporary location in the Sneads area to accommodate drive-thru and in-person payments as soon as possible.*

How can I pay my bill in the meantime? *We have a variety of payment options available, including our mobile app; online member portal; automated payment line, 855-688-3322; or toll-free number, 800-342-7400.*

Are you planning to permanently close this office? *It is too soon to make that determination. The co-op's initial plan is to engage a structural engineer who will conduct a thorough study and make recommendations accordingly. Our goal is to continue providing quality service to our members in the Sneads area.*

Where are the employees who worked in this office? *The office staff is currently working out of the Graceville office and will return once a temporary office location has been established. No line personnel are being shifted at this time.*

Are you going to keep crews in this area? *The mechanic shop, warehouse, and crew rooms are still operable. There is currently no plan to relocate crews working from this office. Our goal is to continue providing quality service to our members in the Sneads area.*

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