

COVID-19 Update: Keeping You Connected and Safe

At South Slope, the safety of our customers and employees is our top priority. We are following the COVID-19 (coronavirus) prevention recommendations and have implemented stringent measures to ensure safe, secure operations at a time when you are most reliant on our services.

If you need to contact Customer Service, please do so from your home or business. Call **319-626-2211**, live chat at **southslope.com** or email **info@southslope.com**. Manage your account with SmartHub (**SmartHub app** and **southslope.smarthub.coop**) or over the phone with **SecurePay (888-480-9705)**. Effective immediately, we no longer charge the \$2.50 convenience fee for paying through SmartHub or SecurePay.

If you need to come to our office for in-person support or to return equipment, all customer visits are now through our drive-up window between 8 a.m. and 4:30 p.m. Monday-Friday, and we have equipment return bins located just past the drive-up window. Please call us or visit **southslope.com/coronavirus** for the most current information and instructions before traveling to our office. Thank you for letting South Slope keep you connected when you need us the most.

We understand the financial impact COVID-19 is having on so many people in our communities. If you are struggling to pay your South Slope bill, would like to explore ways to lower your bill or need alternative payment plans, please call us.



southslope.com/coronavirus



319-626-2211




info@southslope.com

Call Before You Dig

Before engaging in any type of digging or excavating, it is required by law to contact Iowa One Call at **1-800-292-8989** or **811** at least 48 hours in advance. This procedure is important so you know which areas to avoid when digging. This process eliminates the risk of service disruptions and personal injury as well as considerable fines and penalties. Utility locate requests are sent to all involved utilities, such as South Slope, to mark the underground utility locations with flags and paint markings. Please visit **iowaonecall.com** for more information.

Each utility type is represented by a different colored flag below:

	Red - Electric		Pink - Temporary markings
	Blue - Water		Orange - Communications
	Yellow - Gas		Purple - Reclaimed water
	Green - Sewers		White - Proposed excavation



Reliable Internet When You Need It Most

The need for a reliable internet connection is greater now than ever before. Want to increase your speeds? Contact us about upgrading your plan at 319-626-2211. All plans include unlimited data, and we don't charge an activation fee when you upgrade.



Tips for Staying Connected and Healthy

We care about our South Slope members and realize how challenging it can be to keep active and stay connected during the coronavirus pandemic. Following are tips to help you during this difficult time:

Stay Healthy

- Search YouTube for exercise videos; dance; clean; exercise at home; and garden.
- Get sunlight, fresh air and take walks if safe and possible.
- Get plenty of sleep. Maintain a healthy diet and outlook.

Challenge your Mind

- Do puzzles, play online games and tackle a crossword.
- Fun apps: Lumosity, Words with Friends, Sudoku & Wurdle.

Keep Connected

- Video chat with friends and family using Skype, FaceTime, Facebook Video Chat or Google Hangouts.
- Join an online community such as a church group or book club.
- Connect with loved ones through letters, emails and phone calls.



South Slope Cares for Our Communities

Before we began social distancing, our employees were visiting Solon's Old Gold Diner, hosting the Iowa City Home Builders Association, and awarding grants to the Amana Firefighters Association, The North Liberty Panty, the Swisher Library and the North Liberty Library. **Follow #southslopecares on Facebook, Twitter and Instagram.**



National Do-Not-Call Registry Notice

The National Do-Not-Call Registry, established by the Federal Trade Commission, allows telephone subscribers to avoid solicitations from telemarketers. The registry applies to all telemarketers, with the exception of businesses with whom you have an existing relationship, certain non-profit and political organizations. Commercial telemarketers are not allowed to call you if your number is listed on the National Do-Not-Call Registry.

You may register your residential and wireless telephone numbers for free on the National Do-Not-Call Registry online at [donotcall.gov](https://www.donotcall.gov) or by telephone at **1-888-382-1222**. For TTY call **1-866-290-4236**. You must call from the phone number you wish to register. Registrations become effective after 31 days and will remain on the National Do-Not-Call Registry permanently. You can remove your telephone number from the registry by calling **1-888-382-1222** from the telephone number you wish to remove. After you contact the registry to delete your number, it will be removed from the National Do-Not-Call Registry by the next day.

Visit [donotcall.gov](https://www.donotcall.gov) to submit a complaint, register, verify registration, or to learn more. The Federal Communications Commission requires that this notice is provided to our customers on an annual basis.