

Indytel Prepares for COVID-19

Updated 3/18/20 11:00am

Independence Light & Power, Telecommunications (Indytel) closed the front office to the public beginning on Tuesday, March 17 as a precautionary measure due to the evolving COVID-19 health threat. Access to critical utility functions will continue with no risk to electric, water and communication services. The front office will remain closed until it is determined appropriate based on information from the Centers for Disease Control and the Iowa Department of Public Health.

“In the interest of the safety and well-being of our customers and staff, we are closing our office to the public,” said GM Kevin Sidles. “As COVID-19 continues to spread across the country, we feel compelled to practice social distancing and do our part to slow transmission.”

Indytel will continue to provide residents with access to mission critical essential services and will deploy necessary staff to resolve issues.

“This situation is fluid and we will continue to monitor and look to the Centers for Disease Control and Iowa Department of Public Health for guidance and make changes as necessary,” said Sidles. “While it is our hope to continue to provide the same level of customer service we always have, some exceptions may need to be considered during this time.”

Customer service staff will remain available to answer questions and accept payments over the phone Monday through Friday from 7:00am to 4:00pm at 319-332-0100. Customers can also pay their bill online or drop their payment off at the drop box located through the drive-up. The drive-up window will remain open during normal business hours.

If you have a service call scheduled for non-emergency work, a representative will contact you to reschedule the service call. Only mission critical service calls will be completed during this time while the office is closed.

Customers with TV, internet or phone tech support questions can contact the office during normal business hours of 7:00am – 4:00pm. Technicians will also be available to talk to customers via phone to try and resolve issues.

For ongoing information, customers can visit www.indytel.com, or follow Independence Light & Power, Telecommunications on Facebook.

Frequently Asked Questions

How long will Indytel remain closed to customers?

We remain committed to provide high-quality service to our customers, while doing our part to protect the health of our community. As the situation evolves, management will continue to meet daily to ensure we are addressing both the needs of the community and following the recommended guidelines of the CDC and Iowa Department of Public Health. For ongoing

information, customers can visit www.indytel.com or find us on Facebook: Independence Light & Power, Telecommunications

How can I pay my bill without coming into the office?

There are many alternative methods for paying your bill:

- Call our office at 319-332-0100 and pay over the phone with a debit/credit card
- Call 888-250-4481 and pay with a debit/credit card– have account number handy
- [Pay your bill online](http://www.indytel.com) at www.indytel.com
- Use our 24-hour, secure drop box at our office building just through the drive-up

Is customer service staff still available?

Customer service staff will remain available to answer questions and accept payments over the phone Monday through Friday from 7:00am to 4:00pm at 319-332-0100.

I need to return my communications equipment. What do I do?

If you need to return communications equipment, please call 319-332-0100. We will make arrangements with you.

I need to pick up communications equipment. What do I do?

If you need to pick up communications equipment, please call 319-332-0100. We will make arrangements with you.

What if I can't pay my bill?

If you are having difficulty paying all or part of your bill, please call our office at 319-332-0100.

Will you still read my meters?

Meter reading personnel intend to read all outside meters according to their normal route schedule.

I have an install scheduled for communications services. Will Indytel keep that appointment?

If you have an installation scheduled, that will need to be postponed, a representative will contact you about rescheduling that appointment.

I have an appointment for a technician to come to my home for a non-emergency service. Will you be keeping that appointment?

If you have a service call scheduled for a non-emergency, a representative will contact you about rescheduling that appointment.

I am experiencing an electric, water or a communications outage. What should I do?

Please call our number as normal, at 319-332-0100. Personnel will respond as quickly as possible to resolve any service interruptions. In case of an after-hours outage, please call the safety center at (319) 334-2567. They will be able to get in touch with our staff.

In following recommended guidelines of the Centers for Disease Control (CDC) and Iowa Department of Public Health and as a precautionary measure due to the evolving COVID-19

health threat we are asking customers to practice social distancing and limit visits to our customer service office.

In the interest of the safety and well-being of our staff and community we ask you to first consider if your business can be done over the phone or online before visiting the office. If you feel one of those options will not meet your needs, please first call our customer service office at 319-332-0100 to determine an alternative.

Indytel will continue to serve the communities of Independence/Rowley and provide access to critical utility functions with no risk to electric, water and communication services. As the situation evolves, management will continue to meet daily to ensure we are addressing both the needs the of the community and following the recommended guidelines of the CDC and Iowa Department of Public Health. For ongoing information, customers can visit indytel.com or like the Utilities on Facebook, Independence Light & Power, Telecommunications.