

FAQs

Where is the Holston Electric Cooperative (HEC) office located?

The main office is at 1200 West Main, Rogersville, Tennessee.
Branch payment offices are also located at 6585 East Andrew Johnson Highway.,
Russellville; and at 219 South Central Avenue, Church Hill

What is HEC's mailing address?

Holston Electric Cooperative
P.O. Box 190
Rogersville, TN 37857

What are your regular business hours?

All offices are open 8:00 a.m. to 5:00 p.m., Monday through Friday.

How do I report a power outage or other electrical emergency?

Call Holston Electric Cooperative at 272-8821 or 235-6811 any time, day or night, to report an outage. A dispatcher is always on duty to take your call.

Where can I pay my bill?

Your bill can be paid in several ways and locations:

- Automatic bank draft (see information below)
- Online
- Visa/MasterCard are accepted by phone or in any office location during regular business hours.
- Using the after-hours payment drop boxes at each office location.
- Payments are accepted at all locations of the following banks: AFG Credit Union, Citizens Bank of East Tennessee, First Community Bank, Greene Bank of Bulls Gap, Greene Bank of Rogersville, Highlands Union Bank, Sun Trust Bank, US Bank.

What types of payment options does HEC offer?

HEC accepts cash, check, money order, Visa/Master Card. We also offer the following payment options:

- Automatic Bank Draft. You may have your bill payment automatically paid from your checking account each month with an electronic funds transfer. You will continue to receive your monthly bill in the mail and it will have the notation

“Paid by bank draft.” Your bank will forward the payment to HEC a few days before the due date.

- EPAY, or the Equal Monthly Payment Plan. Your past 12 electric bills are averaged to allow one equal payment for the next 11 months. In March of each year the account is settled up for actual charges. New participants must sign up in March.
- Delayed Payment Plan. If the due date of the electric bill falls in the middle or later part of the month, this program allows most qualified senior citizens and those on a fixed income to pay the bill on the 5th of the next month with no additional penalty.
- Project Help. You can sign up to add a dollar each month to your electric bill. Funds accumulated will help an unfortunate neighbor to stay warm in the winter. One hundred percent of the funds collected are distributed to qualified applicants by the Project Help board of directors.

How can I get help paying my electric bill?

- Project Help assists the elderly, handicapped and those in economic crisis in meeting their energy needs. Those in need of help with their winter heating bills can apply for assistance once a year. For more information or to apply for assistance Hawkins County residents can call the Neighborhood Service Center at 272-2830; Hamblen County residents can call Central Services at 586-9431.