

We're Moving!



24/7 PHONE SERVICE

785-478-3444

800-794-1989

The boxes are getting packed, and our return to the Auburn Road office is almost here!

Beginning Thursday, September 24 at 11:45 a.m., our temporary office at the Kansas Electric Cooperatives location will close. This will allow our administrative staff time to get packed up and prepare for the upcoming move.

While we get everything moved, unpacked and ready to welcome you back, in-person office service will be temporarily unavailable until October 5, 2026 at 7:00 a.m.

We know moving can take a little maneuvering, and maybe a well-timed “PIVOT” or two. We appreciate your patience and flexibility while we make this transition to our newly renovated office.

We're excited to get settled and look forward to serving our members at 1100 SW Auburn Road!

PLANNED SCHEDULE:

THURSDAY, SEPTEMBER 24, 11:45 A.M.

Office closed. In-person service will be temporarily suspended until October 5. Local member service representatives will continue answering phone calls until 5:30 p.m.

MONDAY, SEPTEMBER 28, 7:00 A.M. - 5:30 P.M.

Office closed. No in-person service available. Local member service representatives will answer phone calls during business hours.

TUESDAY, SEPTEMBER 29 - THURSDAY, OCTOBER 1

Office closed. No in-person service available. The third party answering service will take calls. Press zero to talk to a representative.

MONDAY, OCTOBER 5, 7:00 A.M. - 5:30 P.M.

Office opens at 1100 SW Auburn Road for in-person service. Phone calls will be answered by local employees during business hours.

NEED TO PAY YOUR BILL WHILE WE'RE MOVING?

No problem! You can still manage your account and make payments anytime through SmartHub, use our 24/7 automated pay-by-phone service, or make a cash payment at a participating retailer through VanillaDirect Pay.

Visit freestate.coop/payoptions for all of your payment options and details.