



Washington Electric Cooperative, Inc

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To all our Members -

WEC's COVID 19 Response

Our members' and employees' health and wellbeing are critical during this pandemic caused by the coronavirus. We have implemented plans to maintain increased distancing and lessen the opportunity for the spread of the coronavirus. At the same time, as an essential service provider of electricity, we must continue to stand ready and be able to provide electric service to the communities we serve.

As you know, Governor Scott issued a "stay at home" order which went into effect March 25. **Utilities are exempted** from the requirement to stay home as noted in the governor's order asking Vermonters to "Stay Home". As electric providers we must continue to provide basic service and we are on the federal list designated as critical and essential service staff. Therefore, we will continue with vital needs while increasing our distancing practices at the office.

I want to share with you our plans for mitigating the affects to our employees, members and the communities we serve during this challenging and evolving time. We are following recommendations from the World Health Organization, U.S. Centers for Disease Control and Prevention, and local authorities to help prevent the spread of the virus and to devise appropriate plans. Our internal response team is implementing strategies to both protect our members and employees while providing reliable electric service.

All facilities are closed to the general public. We have many employees continuing to work from home and we are separating field and line crews into groups. Our primary goal is to maintain the ability to respond to power outages as quickly as we can. Maintaining reliable electric service is paramount and critical as the pandemic and orders to stay in place continue.

We will work to provide critical services but please note that some services and less vital functions will be delayed. Calls to the main office line are being covered by a call center but they too are experiencing some technical limits during periods of high volume. Direct office lines may go unanswered as staff have limited presence inside the office.

In the event you see WEC staff working on powerlines or outside the building we urge you to not approach them. We are practicing physical and social distancing to preserve the health of all our

employees including field staff. We seek to preserve the health of all our workers, and we are committed to meeting all your needs during these challenging times.

Our paramount goal is to assure the health and safety of the WEC workforce. It is more important than ever, during an emergency health situation, to be ready and able to provide reliable electric service to all our members. This means being aggressive in protecting the health of our workforce during this critical pandemic time.

To this end we will have evolving plans. Our immediate steps are as follow:

- Office and Warehouse are closed to the general public
- Eliminate non-essential travel for work
- Provide stepped up office cleaning especially touch spots
- There are no meetings at the office
- Only essential personal are at the office and for limited times
- All Board of Director meetings until further notice will be conducted by phone and virtually
- Abiding by state and federal orders
- Billing will continue and we encourage those that can pay their bill to continue paying on time through remote means or check
- All disconnections have ceased until further notice
- General Manager is the point contact for WEC

We are working to develop more detailed action plans for pandemics, and this will address more on social distancing, remote work, identification of essential services by area and assuring the provision of electric service are maintained. **Please know that our primary goal is preserving employee health and keeping power on!** We want to be ready and able to restore power in the event of outages especially during this pandemic event. Our goal is to maximize the health and wellbeing for all WEC employees, our members and the Central Vermont communities we serve.

We are working closely with state officials, other utilities, VT Department of Health, CDC and those best positioned to provide accurate information.

Thank you for your help and WEC appreciates your consideration and understanding. If you need additional information do not hesitate to contact us.