

March 17, 2020

RE: COVID-19 Action Plan



Dear Valued Members of the Community,

As the coronavirus crisis continues to unfold in the U.S., I want to share with you what Firelands Electric Cooperative is doing to ensure top level, uninterrupted service for you and our member-consumers. We are focused on providing the same reliable power and high level of member service you are accustomed to as we navigate this evolving situation.

Due to developments in Ohio regarding COVID-19 (coronavirus), Firelands Electric temporarily closed its facility lobby at 103 Industrial Drive, New London, on March 16. The area will remain closed to the public until further notice, reflecting the Governor of Ohio's administrative orders.

Member-consumers can still conduct business with their cooperative by mail, drive up, and night drop. In addition, service support is available 24/7 at www.firelandsec.com, on the cooperative's SmartHub app, or by calling 1-800-533-8658.

Firelands Electric is following the PUCO's recommendation and is temporarily suspending disconnections, load limiting, and penalties for not meeting payment requirements during the coronavirus outbreak. Members are encouraged to continue making payments, as the cooperative will resume disconnects immediately following the removal of the PUCO moratorium. We do ask that you please contact the office if you are unable to make your payment on time.

The health and safety of Firelands Electric's employees, members, and community are the cooperative's top priority. We are employing measures based on the Centers for Disease Control's (CDC) recommendations: practicing good hygiene by washing hands regularly and disinfecting work surfaces, as well as practicing social distancing as prescribed by the Department of Public Health and the CDC. Most importantly, we have advised employees to remain at home if they are not feeling well.

The cooperative has a general crisis contingency plan in place. Our technology infrastructure and office workforce are prepared for a work-from-home strategy, should the situation escalate. While we do take this situation very seriously, our plan is to remain fully operational and continue to deliver the reliable electric service and support that Firelands Electric Cooperative members deserve.

Moving forward, we will continue to stay focused on the well-being of our employees and members. We apologize for any inconvenience as we take measures to ensure the health and safety of our employees and community.

Sincerely,

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