



At Liberty Utilities, delivering essential electricity safely and reliably to our customers is always our primary goal. On March 4, 2020 Governor Gavin Newsom declared a state of emergency in California as part of the state's response to address the global outbreak and rapidly evolving COVID-19. We wanted to provide you with an update on the actions we're taking across our company to protect the health and safety of our customers and employees and to help ensure that the communities we serve can continue to count on the critical services we provide.

## Responding to our customer needs

- In compliance with the Safer at Home Health Order issued by Governor Newsom, our walk-in centers will be closed for payments until further notice.
- Liberty Utilities has implemented these temporary customer protections during this event for residential and business customers:
  - Implement payment plan options for residential customers;
  - Suspend disconnection for non-payment and associated fees;
  - Waive deposit and late fee requirements;
  - Suspend all CARE and FERA program removals to avoid unintentional loss of the discounted rate during the period for which the customer is protected under these customer protections; and
  - Discontinue generating all recertification and verification requests that require customers to provide their current income information.

- We encourage customers who have questions or who may be facing potential hardship to contact our customer service departments. We offer a variety of payment options and can assist customers with payment arrangements should they be needed.
- We have suspended all customer programs in homes and businesses including energy audits.
- We have added a page on our website [HERE](#) that is dedicated to updates as they happen. Each time an update happens, these will be shared with customers via email and social media posts. Follow us [Facebook](#) and [Twitter](#)
- We are monitoring the situation and adjusting as the situation changes.

## Protecting our customers

- To practice social distancing, we encourage our customers to utilize our other payment methods available on our [website](#), and to call us with questions at 1-800-782-2506.

## Ensuring the delivery of safe and reliable service

- We have deployed our pandemic preparedness plan preparing for how the virus might impact our organization and the communities we serve, and how to respond appropriately.
- We continue to monitor the situation and actively share updates and information with our customer service, billing and operational employees (daily, weekly or more often, if needed) so that they can keep themselves and their families safe.
- We have deployed “Social Distancing Policies” by separating our office spaces to greater distances of 6 feet.
- We have identified key staff and separated them from the general work population via work at home policies.
- We have provided additional protective supplies and equipment to our frontline employees.
- We have limited employee travel, limited in-person meetings, and postponed larger gatherings and events.
- And of course, we ask our employees to consistently follow the CDC recommendations on personal safety (such as frequent hand washing and distancing from others who are sick).
- Finally, to prevent the spread of the virus, we’re encouraging anyone who feels sick or has concerns regarding potential exposure to stay at home.

## Protecting the health and safety of our employees

- We have a pandemic preparedness plan in place and have established a task force that is working with guidance from the Centers for Disease Control and Prevention (CDC). This task

force has ***spent several weeks*** preparing for how the virus might impact our organization and the communities we serve, and how to respond appropriately.

- We continue to monitor the situation. Regular communication has been provided to employees in the form of the company's internal website, email to all employees and local team meetings (virtual).
- We have deployed "Social Distancing Policies" and identified key staff and separated them from the general work population by working remotely.
- We have provided additional protective supplies and equipment to our frontline employees.
- We have limited employee travel, limited in-person meetings, and postponed larger gatherings and events.
- And of course we ask employees to follow the CDC recommendations on personal safety (such as frequent hand washing and distancing from others who are sick).
- Finally, to prevent the spread of the virus, we're encouraging anyone who feels sick or has concerns regarding potential exposure to stay at home.

Utilities must often respond to extreme conditions and disasters. We play a vital role in the response to this pandemic and the health and wellbeing of our employees, customers and communities. We provide the energy that keeps our hospitals running, our grocery stores open, emergency services prepared, and homes safe and comfortable. We take this responsibility seriously. As part of our pandemic response, we are implementing our emergency plan and quickly adjusting to conditions of the current COVID-19 situation to ensure safe and reliable service to our customers and communities.



**Liberty Utilities<sup>®</sup>**