

COVID-19 Update

ORANGE COUNTY REMC, WEDNESDAY, MARCH 25, 2020

Dear Orange County REMC Members,

As we all deal with the new realities brought on by the coronavirus, I want to assure you that your local electric cooperative is here to help you. We have always had an Emergency Plan that has served us well in a variety of circumstances, from ice storms to tornadoes to flash floods. Early in this crisis, our staff updated that plan with a special emphasis on ensuring we can continue to provide the reliable electric service you have come to expect from your electric cooperative.

So far, that is exactly what has happened. We know that after a sufficient supply of food and water, electricity is the No. 1 thing you need to maintain some sense of normalcy as we hunker down in our homes. With that in mind, keeping the power flowing is Job 1 for everyone involved in maintaining the electric cooperative system.

That starts with our generation cooperative, Hoosier Energy, which has taken extreme measures to ensure its workforce is healthy and its power plants are functioning as needed. It extends to the 18 cooperatives that wheel that electricity across Indiana, and it includes Orange County REMC where business may be a bit unusual, but our service remains the same.

We thought you might want to know some of the steps we have taken in order to keep your power flowing. We've closed our lobby to limit contact and minimize any spread of the virus and instead, we are encouraging members to use our drive through, drop box, online and phone payment options and the "good old" U.S. Postal Service to pay bills.

We've divided personal so that they can practice social distancing even when in the office but if you call, the phones will be answered as always.

We have separated our line crews from other employees and even from each other to limit possible spread of the virus. New routines are in place for contractors working on our system in order to keep them distanced from employees. Deliveries are being quarantined.

Our management team and board are meeting constantly to fine-tune this plan. We are in constant contact with the other electric cooperatives in Indiana and with IEC, which in turn is working closely with our national association, the state legislature and the governor's office.

So far, it is working well and everyone has adapted to the new norm. That's because we've done this before. Nothing brings out the best in our employees better than a crisis situation. It's kind of like gold that has been tested in fire...stronger and more beautiful!

Our focus here is on doing our part to keep your life as normal as possible through this situation and beyond. The cooperative way of doing business has brought us this far, and the cooperative way will help us through this crisis.

All the best to everyone. Stay healthy, stay home and we will get through this together the cooperative way!