



March 24, 2020

To: Member-Consumers of Navopache Electric Cooperative, Inc.

Re: An Important Message from Chuck Moore, Chief Executive Officer

The coronavirus (COVID-19) impacts our nation and local communities. Due to the infectious nature of COVID-19, you may be feeling uncertain and concerned about future events. Like you, I continue to monitor this situation and follow guidance from the Centers for Disease Control and Prevention (CDC) and other health and government authorities.

I would like to share with you steps NEC has taken to protect our workforce and member-consumers while ensuring continuity in providing electrical service to all our member-consumers.

For those residential member-consumers having difficulty paying your electric bill, NEC will, effective today, suspend disconnection of residential services for non-payment and waive late payment fees until further notice and work with those member-consumers to make payment arrangements. In addition, NEC will work with member-consumers of commercial services to make payment arrangements to ease some of their financial burden during this time.

I have instructed NEC management, that effective immediately, all non-essential business travel has been suspended. I am encouraging all NEC employees to minimize in-person meetings and utilize technology where available and appropriate. I have also provided guidelines for employees with cold, flu, or coronavirus-related symptoms to stay home.

Additionally, in accordance with social distancing guidelines, effective at 5:30 p.m. on Tuesday, March 24, 2020, all NEC office lobbies will be closed to the public. NEC staff will be available by phone and email to assist member-consumers with our business services.

I am aware this is an evolving situation and all of us at NEC will continually monitor it and make necessary adjustments to our operations. I do not anticipate at this time, that this situation will cause a disruption in our ability to provide electrical service.

Please check our website as well as our Facebook page for the latest updates.

Sincerely,

A handwritten signature in blue ink that reads "Chuck Moore". The signature is fluid and cursive, with the first name "Chuck" being more prominent than the last name "Moore".

Chuck Moore
Chief Executive Officer