



Dear Valued Customer,

We recognize the stress that the impact of COVID-19 may be having on you, your family, or your business. The wellbeing and safety of our employees, customers and partners is always our top focus. We are closely monitoring the situation and adjusting to the evolving conditions.

To ensure that we can continue to provide reliable and safe service, we have implemented certain protocols. These protocols are as follows:

Workforce

- We are following the recommendations of the CDC for our workforce to decrease interactions between employees and customers, restricting travel, and teleworking when possible.

Office Changes

- The lobby has been closed to foot traffic
- Contact methods still open and in-effect
 - Drive-through window on the North of the building
 - SmartHub Application
 - Online: <https://heberpower.smarthub.coop/>
 - Smartphone App: (iTunes, Google Play: SmartHub)
 - Interactive Voice Recognition: (844) 210-8259
 - Payment Droboxes
 - South side of the building
 - Mail slot by the front door
 - Office Phone: (435) 654-1581

We have also temporarily suspended disconnections for nonpayment; however, customers in this situation should call to make payment arrangements in order to not get further behind.

We are committed to ensuring that you can focus on the essential things you need to keep your families healthy and safe, without worrying about your energy. If you have any questions or concerns about your power, please do not hesitate to reach out to your account representative.

Best Regards:

A handwritten signature in blue ink that reads "Jason Norlen".

Jason Norlen

General Manager, Heber Light & Power