



October 8, 2020

Re: **Planned Electric Service Interruption**

Dear Valued Customer,

As your local public power provider, we strive to provide safe and reliable electric service. Occasionally, we need to perform system maintenance that requires us to interrupt power supply to safely perform our work. As a transmission customer of Rocky Mountain Power (RMP), we are subject to the same types of interruptions as they perform maintenance on their system. RMP has informed us that they will be performing scheduled maintenance that requires a two to three-hour power supply interruption to occur in the coming weeks.

We are taking steps to minimize the inconvenience of this outage and to ensure the safety and wellbeing of our customers. This outage will be scheduled to happen overnight. For most, this will mean resetting clocks in the morning, but for some, there may be more of an impact. If you have special medical requirements for power, please work with your health care provider to plan for this outage and let us know where you are located by filling out our Medical Necessity Form at <https://www.heberpower.com/medical-necessity-list>.

Safety is our first priority. If you have a backup generator, please make sure that it is installed correctly to ensure safe operation. Please remember that the outage notification will only give time estimates and the power outage could be shorter or longer than scheduled.

Thanks to the help of Wasatch County Emergency Services, we can notify you on the evening that the outage is scheduled to occur. To be notified, please sign up for the Wasatch County Emergency Notification Service, if you have not already done so. It is easy to sign up for this service and it allows users to be contacted via multiple channels including cell phone, home or business phone, and email. Sign up here: <http://www.wasatch.utah.gov/EmergencyNotification>.

If you have concerns about how this two to three-hour outage may affect you or your business please reach out to Jared Wright our Community Relations Manager at (435)654-1581 or email customerservicesupport@heberpower.com.

Sincerely,

Your Friends at Heber Light & Power