

COVID-19

Kay Electric Cooperative Response to Covid-19

As a member-owned electric cooperative we believe it is absolutely necessary to inform members about actions we are taking to ensure the safety and well-being of our members, staff and the public as it relates to Covid-19.

Our first obligation is to ensure our continued focus on safety. Normally, our safety programs center on accident prevention. In this case however, we must widen our view to include the risk of illness.

What's Been Done:

Our employees have been trained to help mitigate risks associated with viral transmission. By now, nearly everyone has at least heard of the basic sanitation techniques necessary to avoid contracting or spreading illness. These techniques are not new and have been taught to our employees for many years. Basic training included items the public has also been hearing such as hand-washing, covering your mouth and nose when sneezing or coughing, staying home when sick, and surface cleaning to name a few.

We've updated our pandemic plan which uses, as a primary defense the separation of employees from one another. At this time, we are no longer holding employee meetings in person and we have cancelled all non-essential business travel out of our community.

Why We Are Doing What We Are:

Because we provide an essential service, electricity, we must do more than basic training and basic infection mitigation. As a small cooperative we simply must implement programs to ensure that your electric cooperative is able to respond to outages, accidents or other service affecting situations on a moment's notice. Our ability to do this could be hampered if we experience illness rates that affect our workforce. While we often deal with one or two people unavailable for work due to illness, our ability is significantly reduced when several are ill at the same time. We must work to prevent the transmission of illness from employee to employee. We would like to keep any employee from becoming ill, but that is likely an unrealistic goal, but we will still strive for this outcome.

What We Are Doing:

As the need dictates, and as the numbers grow with the infections of Covid-19 in our area we have implemented a pandemic plan. During this phase we will close our office to the public while keeping our secure lobby and drive thru open. The administrative staff who are able to are working from home via systems we have in place and the line crews schedules are being staggered to minimize contact with others. Both of these actions will reduce or eliminate physical employee interaction. We have multiple means of communication designed to work in cases such as these. During this time all necessary interaction with members and the general public will be by telephone, electronic communication, social media and mass media.

How We Will Continue To Do Business:

We have not implemented changes to our office hours at this time. Members who need to reach us will continue to be able to call our office at 800-535-1079, visit our website, Facebook and get account information via their SmartHub app. We will update members via our web page and Facebook as new information pertaining to Kay Electric and this pandemic becomes available.

Members needing to pay bills may do so at the office, drive thru, electronically using their SmartHub app, Pay-by-Phone or ACH. Check payments can be mailed or be deposited in our after-hour deposit box as usual. Members can call the office to get more information about various payment options. Members needing to pay their bill, sign up for new service or change service can still be accomplished at our office in our secure lobby or drive thru. More details and options to accommodate member's needs may become available at a later time.

In the event one of our linemen, staking personnel, or any other employee needs to have contact with you on your property, they will ask you if you have had any virus exposure when they meet you out in the field. If exposure or actual virus victim, then any non-essential work will be delayed. Outage or emergency work can continue, if the situation and work can be done without close contact to the individual. No work can be done on the member's side of the meter.

Any electrical needs beyond the meter on the member's side will need to be done by an electrician.

When We Will Take Action:

As already mentioned, we have already taken some actions to minimize our risk, but these are merely preliminary actions involving planning and education.

What might trigger Kay Electric Cooperative to implement a more rigorous pandemic plan? There are currently two reasons that would definitely cause this action; any employee or resident immediate family member of an employee being diagnosed with Covid-19 or state or federal quarantine or mandate in our service area. Additionally, there may be times before these actions where in consultation with our staff, management, board, legal counsel and other experts that we believe it is in the best interest of our members.

How Long Could This Last:

While our pandemic plan could be inconvenient for some, we would not rush to an early termination of our acting plan without clear and convincing evidence the pandemic has passed in our community. We will likely phase normal operations back into place in the reverse order of how we started. The first items to be restored would be normal service options to our members, then we may resume interacting with our regional partners, and finally we would resume normal business travel. At this point, we simply don't know when, if at all, the plan would be implemented and we certainly don't have any idea when normal operations would resume if the plan is implemented.

Cooperation Will Help Us All:

The circumstances we are facing today are unprecedented in the 83 year history of Kay Electric Cooperative. Most of us have never faced issues like this in our lifetime. Our planning has been

done without ever knowing how the plan would work in a real scenario and we hoped we would never need to know. Our planning and practicing our plan through drills has given us a high degree of confidence in our ability to continue to meet our mission. We recognize though that things will likely change and we will have to adapt to scenarios we didn't anticipate.

Please keep in mind that this is new to all of us, and we will undoubtedly need your patience and understanding as we get through this together. We, like you, have many unanswered questions but we are confident that cooperation and communication will guide us through these challenging times.

On behalf of the board of directors, management and staff we want you to know we have dedicated ourselves to our members and we promise to do the very best we can. We are all in this together. Stay safe and stay well!

Thank you.