

Friday, March 13, 2020



Dear Vera Water and Power friends,

As our valued neighbor, we feel it is essential to reach out to you to share the changes we are making in response to the Coronavirus (COVID-19).

Nothing is more important than the health and safety of our customers, employees, and all those we serve. As an organization, we're closely monitoring developments related to the COVID-19 outbreak and its impact across our service area.

As an essential service provider, we take our public health role seriously. Please be assured that we're taking appropriate and necessary preventative measures to minimize the risk and spread of the illness.

We are continuing to follow the guidelines set by the Centers for Disease Control and Prevention (CDC), the World Health Organization. We are in regular contact with local, regional, and state health organizations. We've added additional health and safety precautions, including discouraging non-essential business travel, recommending employees who can work from home to do so, minimizing large events, and encouraging social distancing.

Effective Monday, March 16, 2020, we will be closing our office to the public until further notice.

We are focused on providing you with safe, reliable electric and water services. **While our lobby may be closed, we remain available to serve you and all our citizens.**

As we continue to promote efforts to minimize illness and preserve health and safety, we have several options available to serve you from the convenience of your own home:

- **Online:** We encourage you to [access your account online](#) to make payments.
- **Dropbox:** Our payment dropbox is conveniently located in our parking lot at 601 N. Evergreen Road.
- **Phone:** Feel free to call us at (888)877-7292 or (509) 924-3800.
- **Email:** You can email us at info@verawaterandpower.com

We're committed to keeping you up-to-date about how Vera Water and Power's response to COVID-19.