

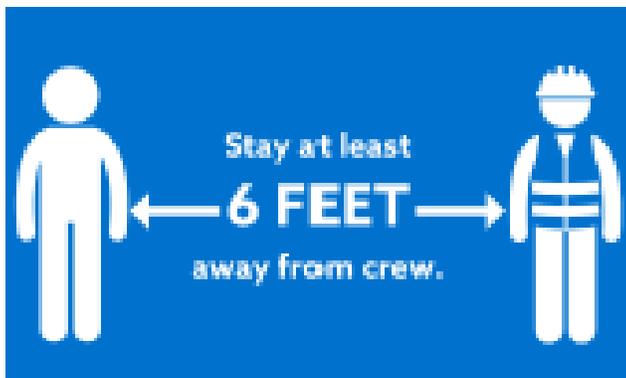
Tuesday, March 31, 2020

Our response to COVID-19

VERAWATERANDPOWER.COM

We want to assure you that we take the health and well-being of our community, customers, and employees very seriously. Like you, we're closely monitoring the quickly developing effects of the Coronavirus (COVID-19) pandemic.

Our response is evolving, and we've made some significant changes to protect you and our workforce. Even in this ever-changing environment, our commitment to delivering you safe, reliable water and power remains the same.



Safety first:

Operational changes to protect you and our workforce.

In compliance with Gov. Inslee's emergency order we have implemented the following for social distancing:

- ***Our lobby is closed to the public. While our lobby is closed, you can always reach us at 888-774-8272.***
- Vera representatives are reporting to the office Mondays through Fridays from 7:30 a.m. to 11:30 a.m. After 11:30 a.m. and on weekends, our call center is answering our phones.
- The crews are responding only to essential calls.
- They are not entering individual homes. We will no longer enter a customer's home to read a meter or fix a problem. You can take a picture and email the meter reading to us for closing reads. We are accepting pictures on basement closings.
- The crews are generally divided into two groups and will be alternate weeks.
- In general, we have suspended new construction.

Helpful customer information

In response to the Governor's request to suspend late fees and disconnects:



Please call

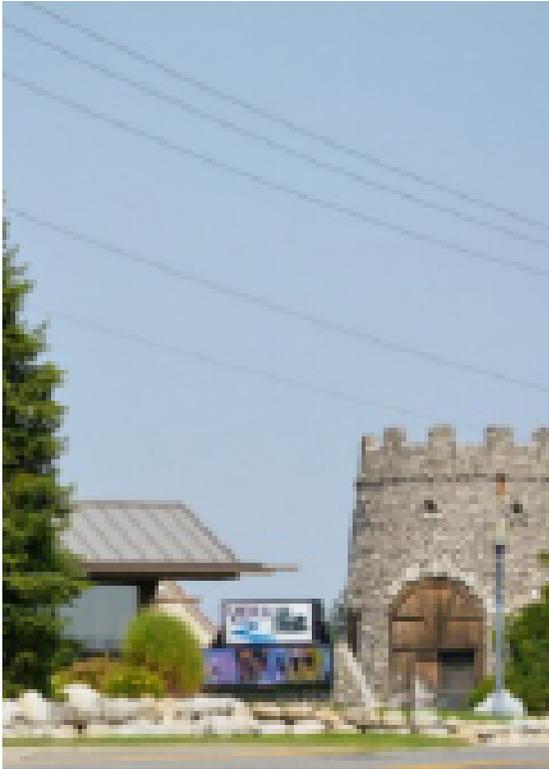
We would love to talk to you. If you are experiencing trouble paying your bill because of the pandemic, it is imperative that you call us to make arrangements. We want to work with you.

Community financial resources

We have a list of state, county, and community COVID-19 financial resources at verawaterandpower.com.

- All customers affected by this pandemic – who work with us – will avoid disconnection of service and credit action.
- Additionally, we have suspended late fees and blue disconnection door hangers. We will be sending a second reminder letter in lieu of the door hangers and are waiving the associated fees.
- While we have implemented late-fee forgiveness and are willing to work with anyone to avoid disconnection during this difficult time, we remind everyone that utility billing continues. Skipping a payment now will create a higher cumulative bill. Please call us to arrange payment plans. The best time to call is Mondays through Fridays between 7:30 a.m. to 11:30 a.m. Costs and fees incurred prior to this emergency are not affected, but customers who are already delinquent will not incur further costs or be disconnected if they are working with us.
- We will continue to look for ways to further support the needs of our customers and our community through the duration of the pandemic.

Changes to public meetings



As a community-owned, not-for-profit utility, our board of director meetings are open to the public. Should our board meet electronically, we are required to have a speaker phone at the normal meeting location for public use. Under Gov. Inslee's emergency order, this requirement has been waived.

If our board meets, we are planning to hold our regular public meetings in a manner similar to our community's school board meetings or local city councils. The public will be given the dial-in number and access codes so they can participate remotely. Board meeting information can be found at verawaterandpower.com.

Delays to public records requests



Typically, we must respond to any public records request within five days. However, Gov. Jay Inslee's emergency COVID-19 proclamation waives this requirement. Therefore, during this pandemic, when we receive a public information request, we will attempt to respond within five days. However, since we are obeying the Governor's order to stay home and stay safe, no one is physically at the Vera Water and Power office to search for written records. Those responses will be delayed until the emergency order has expired.

We are more than just your local water and power utility. We are your friends and neighbors. We live and work here, too. Our board members are customers. While these are unprecedented times, we are all in this together and call the Spokane Valley home. Thank you for the opportunity to be of service. If you need anything, please give us a call. 888-774-8272 or 509-924-8400.

Be well. Stay home. Stay safe.