

Lincoln County Power response update regarding the COVID-19 global pandemic

As of April 2nd, approximately 1,100 individuals in Nevada have become infected with coronavirus (COVID-19) and unfortunately at least 26 individuals have succumbed to the virus. At least 8 counties in Nevada have confirmed cases. In addition to those suffering directly from the virus, many more have been impacted due to the loss of, or reduction in their income stemming from activities mandated by executive orders issued by Governor Sisolak to contain the spread of COVID-19. Lincoln County Power supports these efforts and as a locally governed, community based electric utility, recognizes its civic responsibility to work proactively with its customers who may be impacted. In this regard, Lincoln County Power is suspending the disconnection of electric service for non-payment for those who are suffering from a loss of income or a reduction in income directly relating to the COVID-19 global pandemic. Details are:

- The temporary suspension of disconnects for non-payment is only available to customers impacted by COVID-19. Lincoln County Power is a non-for-profit public power utility with limited resources. In order to operate the electric grid in Lincoln County and to deliver energy to its customers, Lincoln County Power must continue to pay personnel and to purchase electric energy from third party sources. It is important for those not impacted by the COVID-19 pandemic to continue to make timely payment for the electric service they receive.
- Individuals or businesses requesting relief must contact Lincoln County Power in advance. Lincoln County Power cannot be aware of each customer's specific circumstance and it is the responsibility of the customer to contact Lincoln County Power to discuss their situation.
- A residential customer requesting relief must agree to allow Lincoln County Power to contact their employer to confirm they have been laid off, have had their work hours reduced, or have requested to stay at home to care for children or individuals who are suffering from or quarantined because of COVID-19. Each customer situation will likely be different and will be handled on a case by case basis by Lincoln County Power.
- Business customers requesting relief must be a business that has been closed or impacted by order of the Governor.

- Residential or business customers seeking relief will be asked to continue to pay their monthly minimums, \$13 in the case of residential customers, if at all possible. Monthly minimums for business customers will vary depending upon their specific rate classification.
- Penalties for past due amounts will not be applied to accounts that have requested relief because of COVID-19 and which have been substantiated by Lincoln County Power as COVID-19 related.

This suspension of electric service disconnects for non-payment is effective immediately and will extend through May 15, 2020, unless extended by Lincoln County Power. Customers will be obligated to pay their past due balances as well as to pay for current energy use at the end of the designated period of time during which electric service disconnections for non-payment related to the COVID-19 pandemic are suspended. For those who may require time to catch up with past due bills, Lincoln County Power will work with them to schedule payments over a period of time, not-to-exceed four months. It is the responsibility of the customer to contact Lincoln County Power to arrange the payment plan.

For additional information contact Lincoln County Power at **775-728-8200**.

It is the goal of Lincoln County Power to work with its customers during this period of crisis. We are hopeful that these actions will assist customers who may be impacted, while yet allowing Lincoln County Power to effectively and safely continue to deliver critical energy services to all.

Lincoln County Power stands ready to support its customers during this time of crisis.