



7973 E. Grand River Ave.  
Portland, Michigan 48875

phone: 1-800-562-8232  
fax: 517-647-4856  
www.homeworks.org

April 3, 2020

## **RE: HomeWorks Employee Tests Positive For COVID-19**

Dear HomeWorks Member:

At HomeWorks Tri-County Electric Cooperative, the safety and well-being of our members and employees is always top of mind. As part of that commitment, we are taking the COVID-19 pandemic very seriously, and we have implemented several safety measures in response, in keeping with all CDC guidelines.

Unfortunately, we found out recently that a HomeWorks employee out of our Portland office has tested positive for COVID-19. We wanted to let you know the additional steps we have taken to ensure employee safety, member safety, and reliable service in response to this positive test.

### **1. Employee Safety:**

- We are doing everything we can to fully support the individual who tested positive.
- All employees who have had close contact with this employee within the past two weeks have been notified and asked to self-quarantine for 14 days, per CDC guidelines.
- Our Portland office was thoroughly sanitized after we received the positive test results. This is in addition to strict sanitization policies we had already put in place in response to recent CDC guidelines.

### **2. Member Safety:**

- All members who have had contact with this employee within the past two weeks have been notified and asked to self-quarantine for 14 days, per CDC guidelines.
- We have reported the positive test to our local health departments, and we are closely following all of their recommendations in response to it.
- Our lobbies and drive-thrus are temporarily closed to avoid in-person contact during the pandemic, and we have limited all field work to only the work that is deemed essential for service reliability, including power and internet restoration work, tree-trimming work, and necessary propane deliveries. Our field employees who complete this essential work are following strict social distancing and hygiene guidelines.

**3. Reliable Service:** As a Cooperative with two offices, we have built-in mutual aid support for times like these. In the case that an employee or employees are unable to work due to quarantine, we have other employees on call and ready to step in to ensure service reliability. In the case of a major storm or widespread outages, we also have our mutual aid agreement with our fellow Michigan cooperatives to call upon. You can rest assured that we do not expect the reliability of your HomeWorks service to be affected by the COVID-19 pandemic.

If you have any questions or concerns, please feel free to call us at 800-562-8232. Thank you for your support as we work to keep our communities safe.