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March 13, 2020

RE: HomeWorks' Response to COVID-19

Dear HomeWorks Member:

The safety and well-being of our members and employees is our top priority at HomeWorks Tri-County Electric Cooperative. As part of that commitment, we wanted to take a moment to share our response to the Coronavirus (COVID-19) epidemic. For us, matters like this essentially come down to three key factors:

- 1. Employee Safety:** We have taken several steps to help keep our employees safe and healthy during this time. First, in order to limit face-to-face contact, we are closing our office lobbies until further notice. Our call center and drive-thru stations will remain open. We are also restricting work-related travel for 60 days and limiting internal in-person meetings. We have increased the frequency with which we clean and disinfect surfaces at our offices, and advised employees to stay home if they are sick. We have also made all employees aware of current [CDC recommendations](#), amongst many other steps.
- 2. Member Safety:** We want you to stay healthy and safe, so please join us in exercising prudent precautions. As mentioned above, we are closing our office lobbies until further notice. This is in order to limit face-to-face contact, for your safety and ours. Our call center and drive-thru stations will remain open, and we also offer a variety of other convenient ways to [Pay Your Bill](#). For your protection and the protection of others, please familiarize yourself with the [CDC recommendations](#) regarding COVID-19, and if you have symptoms or possible exposure and have a service appointment with us scheduled at your home, please contact us at 800-562-8232 to reschedule. Likewise, if our employees have symptoms or possible exposure, they will stay home and avoid contact with members.
- 3. Reliable Service:** We are a 24/7 organization providing critical services. We have a very detailed Emergency Response Plan in place to ensure readiness of business-critical functions during a crisis, and we have reviewed the plan and prepared to enact it if needed in response to COVID-19. We want you to know that we do not anticipate any disruption to your HomeWorks electric, propane or internet service at this time. We are closely monitoring the news and updates from the Centers for Disease Control and Prevention (CDC), and as this fluid situation progresses, we will continue to communicate our response to you with the same transparency and care that you have come to expect from HomeWorks. Please visit www.HomeWorks.org for the most up-to-date information on our COVID-19 response plan.

We are in this together! Let's be kind to one another and help those in need where we can. Thank you for your support as we work to keep our communities safe.