



White River Valley Electric Cooperative News Release

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For immediate release:

White River Valley Electric Cooperative implements steps to protect employees and members

Branson, Missouri – We are focused on maintaining a healthy workforce while continuing to provide essential services to our members. While we venture these uncertain times together, our mission will remain to provide members with safe, reliable, and affordable power – while enhancing the lives of we those.

Internal steps for employees

- The WRVEC executive team has prepared a pandemic response plan to ensure the safety of our employees and members. We are closely monitoring information from the Centers for Disease Control and Prevention (CDC), World Health Organization (WHO), and state and local government authorities. As we evaluate the happenings around us, we will continue to share critical updates with our employees and provide the safest environment in all of our offices.
- Additional supplies have been provided to further sanitize work areas. Large events have been canceled or postponed and are currently set to be evaluated on a bi-weekly basis. Employee travel and non-essential meetings have also been restricted.
- Although there are no reports currently, we are encouraging employees who feel sick or have concerns regarding potential exposure to stay at home to prevent the potential spread of illness.

External steps for members

- For the safety of our employees and members alike, we are closing our offices to the public until further notice. Drive through windows will still be open with member

representatives to assist. Front-line employees will have gloves and sanitizing materials on-hand to safeguard themselves during and between transactions.

- We will suspend all disconnects due to nonpayment until April 30, and we will continue to monitor this need. Late penalties will not be applied and member representatives are available for payment arrangements with those struggling during this difficult time.
- Payments can be made through WRVEC's SmartHub application and by calling 800-879-4056 or 417-335-9335. A number of other convenient options are available as well. More information can be found at www.whiteriver.org.

Continued steps for reliability

WRVEC and our partners focus on actions and strategies that help protect the energy grid, prevent threats that may disrupt electricity service, and develop capabilities that help us quickly respond. Our power provider, Associated Electric Cooperative, has a longstanding and specific plan designed to address pandemics like COVID-19. No negative impacts to delivery of electricity have occurred or are expected. Our combined efforts will ensure the reliability that members expect.

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[White River Valley Electric Cooperative](#) is a [Touchstone Energy Cooperative](#) dedicated to ensuring our members receive safe and reliable service in their homes and businesses across five southwest Missouri counties including Ozark, Taney, Stone, Christian and Douglas.