



*Serving Hartselle's People, Building for Hartselle's Future*

April 9, 2020

RE: Hartselle Utilities – Coronavirus Pandemic Operations

As with most businesses, the Coronavirus pandemic has placed a strain on standard operations for Hartselle Utilities. Hartselle Utilities continues in supporting our Governor and State health officials on recommendations for social distancing as part of its COVID-19 protocols and ensuring the health and wellbeing of employees and customers. As an essential service provider, Hartselle Utilities is continuing to work to ensure our customers have the most reliable utilities possible in these most uncertain times.

For HU, the most critical issue is to ensure our workforce is healthy and can be ready to respond to any situation, no matter the magnitude. Because of this, HU has implemented a rotational work schedule to limit the face-to-face contact of employees within the office buildings and to minimize the potential of exposure for our field crew personnel.

Some of the operations changes that have been made are:

- Rotational staffing to provide for work to continue but also protect the health of employees as much as possible.
- Closing of office lobby and handling customer transactions solely through our drive-thru facilities.
- Halting all major internal construction projects due to limited staffing
- For April, most residential customer usage is being calculated using an estimated usage to protect the safety of our meter reading staff and minimize their exposure during this time. This practice will be re-evaluated at the end of April.
- Non-emergency response and repair times to utility related matters may be slowed or delayed.

Hartselle Utilities' leadership team has worked hard to implement these adjustments with the promise to our customers that the changes will not impact their utility reliable and efficiency. HU is committed to our customers, our employees and our community.