

KENNEBUNK LIGHT & POWER DISTRICT

A CONSUMER OWNED UTILITY SINCE 1893

March 19, 2020

To the KLPD community,

Please visit the CDC website, and follow the factual information available, on the ways to keep the KLPD community-at-large healthy. If you think about it, that is a large community that grows exponentially when those community members' movements are taken into consideration. Following rumors and theories will not get our community back to normalcy. Following facts and adhering to those recommendations will. KLPD staff are taking aggressive measures to keep themselves out of harms way, and we are adjusting protocol every day. That has gone so far as to request that customers don't approach or get within 6 feet of KLPD crew. A month ago I never would have issued such a directive. Today is a new reality. We ask you to please do your part to, once again, keep our community-at-large healthy.

For customers struggling to pay, and those numbers are growing I know, I want to reiterate that the PUC has curtailed disconnections until 30 days after the civil state of emergency expires. In lieu of disconnection notices customers will receive letters suggesting they contact us for help. KLPD staff are making plans for specialized payment arrangements so that once our community is able to recover when the crisis has subsided. I have asked our electric supplier to extend courtesies to us as a utility as I plan for the recovery.

To those customers currently struggling, or wondering if they might be soon, I do offer a suggestion. Electricity is needed, yes. As your Utility we understand that inherently; not only when the power goes out. But look around at the things that you might have plugged in that you haven't used in a while. Anything in your home that is plugged in is using some amount of power. Things that are plugged in and you use, but don't really need to, unplug them. Call us and talk about the things that you can do to reduce non essential usage. To make it easier to get back to life as you remember it before this week. These measures, over the long term, will make a difference in your power bill. Again you can call us to discuss.

Please note as well that we have cleaned up the home page of our website, WWW.KLPD.ORG. Outage information, payment methods, and critical information are the only things that we will post there. If you lose power, check the home page of our

KENNEBUNK LIGHT & POWER DISTRICT

A CONSUMER OWNED UTILITY SINCE 1893

website first. Front and center, in bold red text, is where you will find the outage information. If you don't see anything there and you don't have power please call. Out of necessity operations protocol are changing daily. I am constantly monitoring progress domestically and abroad in order to plan protocol for tomorrow and next week. Things are changing quickly. We know you need your power. It is our job to keep it up and running.

Please don't forget about the elderly and the infirm. I can tell you it isn't easy, my wife's grandmother lives in our community and will be 101 in June. The elderly are isolated. Check on them regularly. When the sun comes out visit with them outdoors at a considerable distance. Help them to manage the feelings of being shut in. Get them their essentials.

Pass this far and wide to people in our community that may not be signed up for email alerts. Take heed in the information that your other public entities (the RSU that serves you, your local town government) are offering through their electronic communications. Encourage those that you know to sign up for alerts on our website. One thing that we can share in this time of social distancing is factual information. I will keep you up to date with information pertinent to the KLPD community as it comes available. I ask that you please share it with the greater community-at-large.

Thank you for your time. I sincerely hope that each and every one of you stays healthy. And if you don't have any I can assure you that my 3 school aged (1 Middle School of the Kennebunks, 2 Kennebunk High School) daughters, although they might not realize it yet, really hope that you do as well. I never thought I'd hear bellyaching about not being able to go to school. Today is a new reality. It will take a concerted effort to get back to life as we knew it last week.

Spring officially begins today. Listen for the birds and watch the emerging flowers. There's always a way to find a bright side.

Stay healthy.

Todd