

KENNEBUNK LIGHT & POWER DISTRICT

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Dear KLPD customer,

If you have not done so already, please visit the CDC website for instructions on how to do your part to prevent community transmission of the COVID-19 virus in our communities. Below is a list of what we are doing here at KLPD to ensure that we are able to continue to serve you.

Until further notice:

- Service disconnections have been discontinued, both residential and commercial.
- Payment reminder calls have been discontinued.
- District offices are closed to the public.
- Employees are under separation orders. Please do not approach or come within 6 feet of KLPD employees who may need to be working in your area.
- Customers are asked to utilize electronic payment options available on the home page of our website.
- Customers are asked to curtail cash payments.
- Cash only customers are asked to contact tshea@klpd.org to make arrangements.
- Drop Box and mailed payments will be 'quarantined' for 24 hours. Payments will be receipted on date actually received.
- KLPD Board meetings are cancelled. I am awaiting guidance from Augusta on proper protocol in the event Board decisions become necessary.

Email is the preferred method of communication moving forward. Calls will be handled as we are able. Please understand that we will continue to provide non-emergency services as we are able. Scheduling of non-emergency work will be done in a manner to maximize safety of KLPD personnel.

We at KLPD will continue to serve you during this time of public health challenges. Our mantra is to keep ourselves healthy, as well as others around us, to be able to continue to serve you. In order to do that we have all committed to essentially changing how we live. It's amazing how long it takes to get used to not touching your face. And we have all

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washed and sanitized our hands to the point of irritation. But we will continue to do it, and continue to refine our focus as guidance comes down from the CDC. Because our responsibility is to you, our customers, and the greater communities that we serve.

Please help us to continue to be here to serve you by avoiding our crew and staff when they are out performing their duties. We all need to stay healthy because you all need power. That's our job, no matter the circumstances.

Finally, if you reply to one of these email alerts, please include your email address in the body of the email. These emails land in my office through an 'info' site, I cannot reply directly to you from your response.

Thank you, and stay safe and healthy.

Todd

"May your blessings outnumber the shamrocks that grow. And may trouble avoid you wherever you go."

~Irish Blessing