

Jennifer Rogers

Subject: OMPA COVID-19 Update

Good afternoon members. I wanted to take this time to give you a brief update.

OMPA has updated our website to now include a link to all COVID-19 information. Please visit ompa.com and click on the yellow button at the top that says **COVID-19 UPDATES**. I have also posted links to other websites that have helpful information regarding COVID-19.

Just a reminder, all OMPA staff that have the ability to work from home will be doing so. As always, we are still accessible to meet our members needs so feel free to call or email any staff member you need to get ahold of.

I have gotten a few inquiries from members on what other municipalities are doing as far as disconnects, late payments, etc. A majority of the municipalities across the state have held emergency meetings with their councils and have decided against doing any disconnects or charging late fees during this crisis. Many plan to reexamine this decision in mid-April. The IOU's and COOP's in Oklahoma have suspended all disconnects and are waiving late fees as well. I know many municipalities are worried if you take this action you will have several customers not pay their bill, which is understandable. I have been giving the advice that if your council decides to waive disconnects and late fees to not overly advertise this decision. Hopefully, you will only have a minimal amount not able to make their payments.

As stated above, reliable service to our members is one of OMPA's top priorities. OMPA staff will still be readily available to assist our members should you need anything via email or phone call. You can also continue to call our 24/7 Operations Number at 405-340-8313. All staff that are working remotely have their direct line forwarded to their cell phones, so if you don't have that staff members phone number you may call the OMPA offices as you would normally.

Management at our power plants have contingency plans in place to keep the generating units available.

We appreciate your patience and understanding as we all continue to work through this uncharted territory.

Stay safe and healthy!

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