

Good afternoon members! I wanted to take this time to give you a brief update on OMPA's COVID-19 response efforts. For the first time in history, OMPA held our Board of Directors meeting via teleconference last week. This definitely was a first for us, but luckily everything worked out given the circumstances and we were able to get some necessary business taken care of.

**Energy Audit Program:** OMPA recently hired Steve Mathena as our Energy Services Technician. Steve will be assisting with OMPA's residential energy audits, DEEP and WISE rebate programs. However, Steve began at a time when OMPA ceased all travel due to COVID-19, which included any residential energy audits we had in the que. OMPA staff had heard of other Joint Action Agencies across the country conducting virtual energy audits during this unprecedented time for their members end-use customers, so we decided to give it a try. For those of you with customers in the que for a residential energy audit, Steve Mathena will be contacting you and your end-use customer on the possibility of scheduling a virtual energy audit. If you have any questions about the virtual energy audit, please contact Steve Mathena at [smathena@ompa.com](mailto:smathena@ompa.com).

**Disconnects:** A while back I sent out a survey asking which of you had waived disconnects, late fees, etc. I wanted to take this time to say thank you to those that participated, we had a great response. I sent out the results of that survey to those that responded last week. If you haven't received the responses, feel free to reach out to me and I will get them sent to you. Of course, we would like to add your answers to the survey when we reply.

**Low Income Assistance:** While I'm on the topic of disconnects, late fees, etc. there are several programs available that might be of assistance to your customers during this pandemic. The Federal Low Income Home Energy Assistance Program (LIHEAP) is available to assist families financially in paying their energy bills. For more information on LIHEAP in Oklahoma, please visit <http://www.okdhs.org/services/liheap/Pages/LIHEAP1.aspx>

**Small Business Assistance:** There are also a number of programs and services available to assist Small Businesses who have been impacted from COVID-19. For more information on those resources, please visit <https://www.okcommerce.gov/covid19/>.

**COVID-19 Resources:** OMPA has updated our website to now include a link to all COVID-19 information. Please visit [ompa.com](http://ompa.com) and click on the yellow button at the top that says **COVID-19 UPDATES**. All the links above, as well as other websites that have helpful information regarding COVID-19 can be found on this page. As a reminder, APPA also has numerous COVID19 updates, webinars and guidance, so don't hesitate to visit their website at <https://www.publicpower.org/topic/covid-19>.

Just a reminder, all OMPA staff that have the ability to work from home are 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. 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.

We receive periodic inquiries from state and federal agencies asking about the impact of COVID-19 locally, so please keep us informed of what is going on in your communities. Feel free to update our Member Services staff when you have news.

As always, reliable electric service to our members remains a top priority for OMPA. Management at our power plants have done a great job in developing contingency plans to keep our generating units available. We appreciate their efforts in making sure our resources remain readily available.

We appreciate your patience and understanding as we all continue to work through this global crisis. Please do not hesitate to reach out to any of us if you need anything.

Stay safe and stay healthy!