



March 23, 2020

Regulatory Commission of Alaska
Department of Commerce and
Economic Development
State of Alaska
701 West Eighth Avenue, Suite 300
Anchorage, AK 99501

Commissioners:

To ensure the safety of our members and employees MEA has taken several measures (listed below) to mitigate the spread of COVID-19 and ensure business continuity for our essential service.

MEA is following all mandates and recommendations set forth by the state and CDC. Modifications have been made with no expectation of impact to regular service or reduced response to emergencies nor outages. MEA personnel will continue to be available 24/7 to address emerging issues.

Member-Facing Adjustments:

Member Offices Closed to General Public Until Further Notice

Our member offices located in Eagle River, Wasilla and Palmer are closed to the general public. For assistance with signing up for service, discontinuing service, or account management, members can contact our service representatives by phone (ph. 907-761-9352), email (meacontact@mea.coop) or utilize our online services (<https://www.mea.coop/>).

Appointments can be made at our Wasilla office location (ph. 907-761-9352) for members that cannot complete their business without being in an office (such as making large cash payments).

Increase in Member Messaging

MEA is utilizing Facebook, our MEA website, radio ads, our member newsletter and direct email to communicate key messages to our members. Key messages include:

- Use MEA's online tool (Smarthub) to pay bills, report outages, sign up for paperless billing and learn about energy use.
- Key member-facing adjustments including closure of offices and adjustments to collections activities.
- Energy efficiency tips due to likely increase in residential use.

Payment Arrangements for Members Impacted by COVID-19

MEA is temporarily suspending late fees and non-pay disconnections for members who are having difficulty making payments due to financial hardships caused by the COVID-19 pandemic. Payment reminders and notices will continue to be sent to members with adjusted language. We are urging impacted members to call us to establish qualifications so that we can note this on their account.

2020 Election Continues as Scheduled in April, Annual Meeting Postponed

In a Special Meeting held on Friday March 20, the MEA Board of Directors unanimously voted to postpone the Annual Membership Meeting (scheduled in April) until the CDC says it's safe to hold large gatherings again. Members will receive an official meeting notice when a new date is set. The Board also voted to continue the membership election as scheduled. Included in this year's election are proposed bylaw changes, an advisory vote, and two District Board seats.

Similar to previous years, members have the option to vote online through their SmartHub account or by mail, however, there will be no option for in-person voting. At the end of March, members will receive an election packet in the mail that includes a ballot and return envelope. However, with the current circumstances, we are encouraging our members to vote online as much as possible.

Members should be on the lookout for the voting notification and ballot materials soon by the end of March and voting will close April 20.

Maintaining Operations and Electric Service

MEA recognizes providing power to our members is an essential service. In order to maintain the health and safety of our staff, additional steps have been taken at MEA. Our executive team is developing contingency plans to ensure we have pertinent operations personnel such as dispatchers, linemen, and plant operators on the job and reinforcements available at all times. We are monitoring the coronavirus pandemic daily and will adjust our operations accordingly to continue to provide seamless electric service to our members.

Travel and Quarantine

- MEA has cancelled all out-of-state and non-essential business travel.
- Employees must self-quarantine for two weeks if they have travelled out of state, show recognized CDC symptoms of COVID-19, have been diagnosed by a medical provider with COVID-19, or need to care for an immediate household family member who has been diagnosed by a medical provider with COVID-19. Those quarantined may, when possible, work from home.
- Further restricted access into the Power Dispatch Center and EGS Control Room.

Management and Other Business Practices

- Practicing CDC recommendations for social distancing, including teleconferencing, especially for meetings of ten people or over, or meetings where six-foot personal distance is not practical.
- Moving to rotational scheduling and/or telecommuting where possible.
- Restricted travel of personnel between our various offices.
- Additional janitorial services during working hours to assist with disinfecting surfaces, including all door handles and light switches.

Operational Continuity

- While we do not see issues arising from our present state of operations, as a precaution, MEA is reviewing our agreement for mutual aid of dispatch and other key services with Chugach Electric as appropriate.
- MEA is now maintaining maximum quantities of backup fuel (diesel) in case there is an interruption in gas supply and watching long-term gas supply pinch points due to possible curtailment of drilling activity in the Cook Inlet.
- Inventories and supply chain analysis of critical materials complete.

Regulatory Commission of Alaska

March 23, 2020

Page 3

- MEA has a heightened vigilance on cybersecurity and is emphasizing an increased awareness amongst employees for cybersecurity measures. Additional cybersecurity actions taken to accommodate an increase in remote staffing.

As the situation continues to evolve, MEA will adjust our actions as necessary and provide regular updates to our members and the RCA.

Sincerely,

A handwritten signature in blue ink, appearing to read "Tony Izzo", written in a cursive style.

Anthony M. Izzo
Chief Executive Officer