

MARCH 18, 2020

COVID-19 UPDATE

To Our Customers,

The safety and well-being of the communities we serve, and our employees is of utmost importance. As part of the commitment, we wanted to take a moment to share our current stance and practice as it relates to the Coronavirus (COVID-19) outbreak.

In short, we are monitoring the situation closely, reviewing our current practices and adjusting our course of business based on current State and Federal recommendation.

With our office closed to the public, most of the work we do to provide you services can be done with little or no face to face contact. Please keep the following in mind:

- Most service troubles can be addressed remotely. Please continue to call us at 208.326.4331 or 775.755.2301 and let us help you resolve the issues.
- Many office visits can be eliminated by a phone call to 208.326.4331.
- Payments can be done securely and electronically by phone at 800.647.9841 or by visiting. Filer customers may use our drop box in front of our building at 400 Main Street.
- We cannot send a technician to a location where anyone has a contagious illness. When you call in for a service issue, we will ask you if everyone at the location is healthy before we dispatch.
- Appointments for new services or additions are scheduled days in advance. If you develop a contagious illness near the date of the appointment, we ask that you contact us to reschedule the appointment, so we are not exposing our technicians or contributing to the spread of the illness.

We are committed to keeping you up to date as developments arise. While we always regret missed opportunities to visit with you in person, your safety, along with our employees' safety, is our utmost priority.

We hope to re-open our office on April 6, 2020, and will keep you updated should this date change.

Thank you for your understanding,

Bob Kraut

General Manager