



Effective Monday, March 16, 2020, Rio Grande Electric Cooperative will close the lobby of each area office, in an effort to protect our members from the threat of the COVID-19 virus. Governor Gregg Abbott's emergency declaration triggered portions of the Co-op's Emergency Response Plan. We encourage you to conduct business electronically, utilizing SmartHub for bill payments, or mailing your payments on a timely basis. While we will miss seeing our members in person, this is for your health and safety, and is only temporary.

Please continue to monitor our Social Media and website for updates, and any changes to Rio Grande's procedures, in the wake of this health emergency.

Rio Grande Electric Co-op, is being proactive in making members and employees aware of the potential dangers of the COVID-19, aka Coronavirus, and is taking steps to prevent its spread within Co-op Country.

- Business continuity plans developed by electric cooperatives are designed to maintain the health and safety of the people working for them and to ensure that business critical operations continue without interruption. These measures help ensure that your electric co-op continues to provide reliable electricity during a business continuity event.
- Planning for a health emergency, such as a pandemic, is unique from other business continuity planning. It requires businesses to prepare to operate with a significantly smaller workforce, a threatened supply chain, and limited support services for an extended period until an unknown date in the future.
- RGEC is taking steps now to be prepared in the event there is a significant impact from the coronavirus in our communities. We are focused on maintaining a healthy workforce, and keeping key personnel—such as line workers and member service representatives— available so that we can continue to provide the excellent service you expect from us.
- Through our national association (NRECA), electric co-ops coordinate with others in the electric sector and the federal government to prepare for and respond to national-level disasters or threats to critical infrastructure. This includes scenarios such as pandemics that could impact the energy workforce.
 - Through this coordination, electric co-ops and government partners focus on actions and strategies that help protect the energy grid, prevent threats that may disrupt electricity service, and develop capabilities that help electric co-ops quickly respond and recover when major incidents impact the grid.
- Rio Grande members should be on the lookout for suspicious emails, phone calls, or persons impersonating business employees or charitable organizations. Unfortunately, scammers take advantage of opportunities such as this when households are otherwise preoccupied. If you get a call from someone claiming to represent the Co-op, and they make threats or demand immediate payment, hang up and call Rio Grande Electric Cooperative at 800-749-1509.

CEO Roger Andrade said, "The number of cases continue to increase across the globe and the World Health Organization (WHO) as of yesterday March 11th had declared it a Pandemic. We continue to monitor the World Health Organization, CDC, and Texas Health and Human Services websites as well as our trade and regulatory organization in order to promptly implement recommended plans of action in response to the current situation.

The cooperative over the last couple of weeks has taken proactive actions to ensure the health and safety of you, our most valued asset. The Cooperative's focus is to ensure we provide you the information and resources to keep you safe as well as the general public."