



Community Safety is Top Priority

To Our Valued Members,

As our communities feel the impact of the coronavirus, we want to assure you that the safety, health and well-being of our members, employees and all those in our community is our top priority.

We have been monitoring the COVID-19 outbreak and are receiving daily updates from state and federal experts. We have developed a comprehensive plan and implemented protocols to reduce as much person to person contact as possible.

We are limiting business travel and using technology to hold meetings whenever possible. For employees who regularly interact with customers, we are encouraging alternative ways of communicating and doing business. Through all of this, our employees remain committed to providing the same level of service that you have come to expect.

To help minimize the impact of exposure, we have closed our office lobbies. Our drive-through windows will remain open. We strongly encourage you to use our digital tools and various methods of electronic payments. To access and manage your account, go to the **MyEnergy Online** section of our website at www.fairfield.coop. We also encourage the use of our **FEC Mobile App** for smart devices. You can also call our customer service team for assistance at (803)754-0153 or (800)-628-0336.

We will continue to monitor the effects of the virus and the impact on the community. Our focus will remain on measures that ensure the health and well-being of our members and employees. Thank you for your cooperation as we go through this challenging time.

Sincerely,

Bruce G. Bacon
Chief Executive Officer