



March 19, 2020

Update on MBCP customers and communities impacted by COVID-19

Dear MBCP Member Agency,

MBCP continues to monitor the developing COVID-19 outbreak across our 4 county and 28 city service area. MBCP is committed to sharing available resources to support the Central Coast considering this pandemic. MBCP recognizes COVID-19 will impact customers and communities both economically and socially due to the shelter in place orders but MBCP will ensure it is up to date on all relevant information.

Actions to support customers and communities:

- 1) Effective, March 18, 2020, MBCP halted the implementation of its current policy of opting out nonpaying customers.
- 2) Effective March 18, 2020, MBCP has closed its office in Monterey to the public and directed all staff to work remotely and adhere to all recommendations from local counties, state, CDC and WHO.
- 3) MBCP's call center is still open and our Energy Advisors are ready to support customers via info@mbcp.org or calling 1-888-909-6227.
- 4) MBCP has suspended participation in all upcoming public events or outreach activities until further notice to limit potential exposure. MBCP staff is open to connect via phone or virtual meeting format to continue to engage with the community as needed.
- 5) MBCP has canceled its March Community Advisory Council meeting but will still hold our April 8, 2020 Operations Board meeting to ensure continuity of business operations.
- 6) MBCP is examining the economic impact of COVID-19 on electricity consumption and preparing to hedge accordingly.

MBCP recognizes COVID-19 will have a lasting impact on our regional workforce and economy and MBCP will participate and collaborate on necessary measures to support our member agencies and customers.

Sincerely,

Tom Habashi
MBCP CEO

