



# Bartlett Electric Cooperative

P.O. Box 200 • Bartlett • TX • 76511 • (254) 527-3551 • [www.bartlettcoop.com](http://www.bartlettcoop.com)

## BEC Membership,

I would like to personally assure you of Bartlett Electric Cooperative's commitment to the safety and well-being of our employees, partners and members. We are monitoring updates regarding COVID-19 and will stay in contact with you should there be any impacts to our operations. As we do every day, Bartlett Electric Cooperative will continue to deliver reliable electricity coupled with superior service.

To maintain business continuity and protect our family of partners, members and employees we are implementing the following enhanced safety measures:

- Enabling remote work capabilities to the maximum degree feasible for our valued staff
- Providing our employees with information and best practices to prevent the spread of any illness and empowering them to stay home when ill
- Cancelling all non-essential business travel
- **Closing of our Lobby indefinitely effective March 23, 2020** (our drive-through window will continue to be available to serve our membership).
- Preventing all non-essential visitors from accessing our facilities
- Promoting social distancing to reduce the risk of infection. If you encounter our field personnel and they refrain from shaking hands, please understand we mean no disrespect. These social distancing measures are being utilized for the safety of our employees and you the member.

BEC's business continuity plans are designed to maintain the health and safety of our family of employees and to ensure that business critical operations continue without interruption. These measures help ensure that your electric cooperative 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.

Bartlett Electric Cooperative has been and continues to take steps to be prepared for additional impacts 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.

On behalf of the Board of Directors and the employees of Bartlett Electric Cooperative, I want to thank all of you for your patronage and ask for your understanding during these uncertain times.

Sincerely,

Bryan Lightfoot  
General Manager/CEO