



Fairfield Electric Cares - 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.

Fairfield Electric Cooperative's management team has been monitoring the COVID-19 (coronavirus) outbreak and has been taking steps in accordance with S. C. Department of Health and Environmental Control (DHEC) and Centers for Disease Control (CDC) to protect the health of our community and employees. Please be assured we have protocols in place and are working with local public health officials.

You depend on us to provide you with reliable energy and we are committed to maintaining reliable service during this time. We are here to serve you 24 hours per day.

To protect the communities we serve, we have advised our employees to follow the public health authorities' guidance regarding hygiene and personal travel. We have limited business travel and employees are using technology to hold business meetings whenever possible. For employees who regularly interact with customers, we are encouraging alternative ways of doing business and remote communication, when possible.

To help minimize the impact of exposure, 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 always call our customer service team at (803) 754-0153 for assistance.

We will continue to monitor the effects of the virus and the impact on the community. Please know that our employees are dedicated to continuing to provide the level of service you deserve and expect.

I want to thank you for your cooperation and consideration as we go through these challenging times. We will remain focused on measures that ensure the health and well-being of our members and our employees.

Bruce G. Bacon
Chief Executive Officer