

Resuming Business As Normal (Resuming Service Disconnects)

Media Talking Points

Overview of messaging:

Grand Valley Power is a community-focused organization and we take hometown service to heart. In March, Grand Valley Power temporarily suspended nonpayment disconnections and waived late fees for consumers who had been financially impacted by COVID-19. On March 20, 2020 Governor Polis executive order suspended disconnects until June 12, 2020.

Key Talking Points

- **To help our members during the COVID-19 pandemic, Grand Valley Power temporarily suspended service disconnections due to nonpayment of bills on March 18, 2020.**
 - Electric co-ops are built by, and belong to, the communities we serve. That community focus drives our co-op as we respond to evolving COVID-19 challenges and local concerns.
 - This is one of many steps that GVP took to reduce stress on our members and provide local families and businesses with certainty during an uncertain time.
 - Since the start of the pandemic, we've worked to support families and businesses throughout our community, including:
 - Shop Local, Stay Local Small Business Facebook Giveaways
 - We Can Sew It employee-drive program – sewed Personal Protective Equipment for Community Hospital and donation of masks to MCPH.
 - Virtual Food Drive with Food Bank of the Rockies Western Slope Branch
 - \$100,000 Hometown Relief Fund which gave \$100 bill credits to member households in need.
- **We recognize the significant economic fallout from COVID-19 on local families and businesses.**
 - The economic health of GVP is directly tied to the wellbeing of our local community.
 - Not-for-profit electric co-ops like GVP have no shareholders and routinely return excess revenues to their members. Because of this structure and the desire to keep energy costs as low as possible, some co-ops have more limited reserve margins to sustain prolonged periods of nonpayment.
 - Nationally, the pandemic is projected to cost electric cooperatives \$10 billion through 2022, according to [new research](#) by the National Rural Electric Cooperative Association.

- **As our community recovers from the COVID-19 pandemic, starting on Wednesday, August 26, 2020, GVP will resume disconnects for accounts with a past due balance.**
 - We want to help you avoid disconnection of your electric service.
 - The COVID-19 pandemic was unprecedented. We know
 - our consumer-members may be facing financial challenges and we understand they may have trouble paying your electric bill during this critical time. If you missed payments and have a past-due balance, we can help.
 - GVP has a new program in place called – PowerMyWay Prepay - that will assist members with outstanding balances while keeping the lights on.
 - Extended payment arrangements can be made.
 - Hometown Relief Fund
 - Other third-party organizations can assist in helping – we have those resources to discuss with you.
 - If you're unable to pay your bill, please contact us as soon as possible to discuss making a payment or setting up a payment plan. You can reach us at (970) 242-0040 or visit us online at gvp.org.
 - GVP timeline to resume normal business extended further than the Governor's executive order, in order to provide additional time to members.