

Talking Points

Why are you closed?

A: The health and well-being of our employees, members and communities is our top priority, while we strive to continue the critical electric service that so many rely on. Part of our plan to achieve this, is to suspend non-critical service and operations tasks for the time being.

If pressed, what tasks? [Tasks suspended include non-emergency underground locates for example].

When will you open?

A: As of now, we are scheduled to resume normal business operations on Monday, March 30, 2020. Our most up-to-date information can be located on our website at www.gvp.org or social media sites. You are also welcome to call back in a week to determine if there are any updates. We apologize for any inconvenience, however, we need to ensure our workforce is healthy and able to work when called upon.

[Social sites can be found by searching Grand Valley Power or by typing in facebook.com/GVRuralPower or twitter.com/GVRuralPower]

How are you ensuring a healthy workforce?

A: We have initiated our continuity plan proactively, and have taken steps to protect the spread of the coronavirus, including:

- Increasing cleaning and sanitation procedures including weekly facility decontamination.
- Educating and informing all employees on prevention and hygiene measures.
- Suspending nonessential services and personal visits.
- Limiting travel outside of essential duties and meeting virtually.
- Coordinating closely with Mesa County Public Health.
- Assessing inventory and supply chain risks.

Why are you still paying employees who are just working at home doing nothing? [

A: Most employees are on a rotating schedule. Employees will work one or two days in the office and the remaining business days, from home. We assure you that all employees, who are well and healthy, are expected to be called-in at any time. We also have 365 days of coverage for critical operations. So, even when your lights go out, we're still here working to get your power back on. By supporting our employees, we're ensuring a steady stream of homegrown professionals that contribute to the local economy.

Can I hold off on paying my bill? [Are you disconnecting me for non-pay? Will I be disconnected soon? I am struggling with bills]

A: For years, Grand Valley Power has always worked with our members to ensure power is on and actively work with you on payment options. To support our members impacted by COVID-19, we are temporarily suspending nonpayment disconnections. Let's set you up on a plan that works for you.

IF JUST INQUIRING ABOUT WHAT WE'RE DOING ABOUT DISCONNECTS STATE: "What's most important is that if you are having trouble paying your bills, please contact us right away."

ANY health related questions or conversations should be directed to Mesa County Public Health or suggest to call the healthline at 970-683-2300 or www.health.mesacounty.us.