



Gulf Power®

Coronavirus (COVID-19)

March 17, 2020

As the coronavirus (COVID-19) situation unfolds, I want to share three simple words with you: **We are ready.**

We urge you to be ready, too.

Our company has a strong track record of preparing for many kinds of emergencies, including a pandemic. We are taking the spread of this virus seriously and we urge our customers to do the same.

Gulf Power prepares year-round for the unexpected to ensure we can continue to deliver the clean, affordable and reliable energy our customers expect. We have detailed pandemic plans in action and there is no higher priority for us than the health, safety and physical well-being of our employees and customers.

The investments we've made in our energy grid have helped us increase the automation of our system, preventing thousands of power outages and providing superior reliability for our customers. We will continue to use technology and our smart grid capabilities to serve you with reliable power and self-service options throughout this situation.

Here are a few things I'd like you to know:

- » **We are monitoring COVID-19 closely:** As part of our standard preparedness protocol, we have been closely assessing the impact of COVID-19 and urging our employees to follow recommendations from the Centers for Disease Control and Prevention and the World Health Organization for protecting themselves and others from this virus.
- » **We are implementing our plan:** Just as we do with our hurricane plan, we have implemented our pandemic plan and are following our well established procedures for ensuring continuity of service. This includes limiting access to our control centers to essential personnel only and putting various processes and procedures in place that are designed to limit the spread of the virus.
- » **Download our new free mobile app to stay connected:** If you haven't already, make sure you've downloaded our new Gulf Power mobile app. Available for free on iPhone and Android phones, the Gulf Power mobile app is the most convenient way to manage your energy bill or to report an outage.
- » **Be aware of scammers:** Scammers continue to target Gulf Power customers, threatening disconnection of service and asking for immediate payment over the phone. [Protect yourself by learning how to spot a scam.](#)
- » **We're here to help:** We know this is a difficult and unsettling time. We have a long history of working with our customers during difficult times and we will continue to do so. For customers experiencing hardship as a result of COVID-19, we have resources from Gulf Power available to help, and to the extent they are available, we'll continue to connect customers with resources from federal, state and local authorities. A good place to learn more is GulfPower.com/Help. To further assist our customers, we also are suspending disconnections at least through the end of March.

As with any quickly evolving situation, stay safe, stay informed, stay vigilant and be prepared. Please make sure you're following the advice given by the [Centers for Disease Control](#) for stopping the spread of germs and viruses.

Our thoughts are with those in the U.S. and throughout the world who have been affected. You have my commitment that we're ready for whatever COVID-19 brings our way and we will continue to work hard every day to deliver you affordable, reliable power you can count on.

Sincerely,

Marlene Santos
President, Gulf Power Company
