



Gulf Power®

Coronavirus (COVID-19)

March 26, 2020

As the coronavirus (COVID-19) situation intensifies, there are two very important things I want you to know:

- » **Gulf Power is here for you and our communities** in this time of need, and;
- » **Gulf Power will continue delivering reliable power** you can count on.

Gulf Power is here for you

We know this is a difficult and unsettling time and as neighbors, friends and family across Northwest Florida, we are in this together. The Gulf Power team is here to support our customers most in need during these challenging times.

- » **Flexible policies**

To assist our customers, we have implemented the same policies that we do during major crisis events, including suspending electrical disconnections and providing payment extensions for customers in a hardship situation. These policies will remain in effect while Florida is under a state of emergency. If you are experiencing hardship as a result of COVID-19, Gulf Power has resources available at [GulfPower.com/Help](https://www.gulfpower.com/help).

- » **Support to our communities**

The Gulf Power Foundation is giving **\$500,000 to United Way organizations** across Northwest Florida. The funds will be used to address increased demand for services as a result of the COVID-19 outbreak. We are committed to working with the United Way to assist those most vulnerable and hope that other companies will join us in this effort.

- » **More to come**

We're working now with other local organizations to help our customers impacted by this crisis in other ways and will keep you updated on these efforts.

Gulf Power will continue to deliver reliable power

- » **Reliable power you can count on**

Importantly, I want you to have confidence that the Gulf Power team will continue delivering reliable power that you can count on day in, day out. We take very seriously our duty to provide the critical infrastructure and electricity that powers our state's hospitals, health care facilities, emergency response centers and, of course, your homes and businesses.

- » **Keeping customers and employees safe**

Along with our investments in smart grid technology, we have extensive plans in place to ensure that we meet the energy needs of all customers and communities during these difficult times, while doing all we can to protect the health and safety of our team members. In order to do this, you may continue to see Gulf Power team members working in your communities, performing work such as tree trimming and executing on hardening or other construction projects. You can support their efforts by practicing appropriate social distancing and know that they will extend the same courtesy to you and your family.

Northwest Floridians are no strangers to difficult times as we have weathered many storms together. I'm confident that once again, working together, we will emerge from this challenging time even stronger. Through it all, your Gulf Power team will stay focused on delivering you the reliable power that you have come to count on.

Sincerely,

Marlene Santos
President, Gulf Power Company
