

For immediate release:

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Palmetto Electric Cooperative responds to coronavirus outbreak

The health and safety of Palmetto Electric's members and employees is always our top priority, and we want you to know we are continuing to monitor the coronavirus (COVID-19) outbreak. We're committed to helping both our members and employees navigate this difficult situation, and our thoughts are with everyone impacted by the coronavirus.

As of Friday, March 27, we have made the following updates that we want our members to be aware of.

Palmetto Electric's office lobbies will remain CLOSED until at least April 17. The drive-thru will remain open at each office. Palmetto Electric offers several electronic options for members to manage their accounts and make payments.

- MyEnergy Online
- MyEnergy Mobile App – manage your account from your phone or tablet!
- IVR phone number (automated phone payment at 1-866-445-5551)
- Bank Draft/Auto Pay
- Payments can be taken at the drive-thru or night drop box at each district office.

We are continuing the temporary suspension of disconnects for non-payment on ALL accounts, including Advance Pay until at least April 17. Late fees on ALL accounts will also be waived. We know that these are uncertain and stressful times, and we hope that this offers members some peace of mind. We encourage all members, including Advance Pay, to continue to make payments, as they are able. All members are still responsible for their electric use.

The Community Rooms located at the Hilton Head, New River and Ridgeland offices will remain CLOSED until at least April 30. Any scheduled events will be cancelled.

The Palmetto Electric Board of Directors has made the decision to POSTPONE the Annual Meeting, originally scheduled for Saturday, May 2. The nominating process for Board elections has also been postponed. We will notify all members as soon as the Annual Meeting has been rescheduled and the nominating process resumes.

Information regarding a new Annual Meeting date and Board elections will be distributed through multiple media outlets including newspaper, radio, *South Carolina Living* magazine, social media and our website, palmetto.coop.

We are committed to continue providing you with safe and reliable electric service. Operations crews are working and ready to respond to any outages. Member service representatives are available by phone to assist with account needs, as well as answering any questions you may have. Please don't hesitate to reach us at one of the following numbers.

- **Hampton:** 803-943-2211
- **Ridgeland:** 843-726-5551
- **New River:** 843-208-5551
- **Hilton Head:** 843-681-5551
- **Toll Free:** 1-800-922-5551

The cooperative will continue to monitor the outbreak and take steps in accordance with federal, state, and local government agencies including the S.C. Department of Health and Environmental Control (DHEC) and Centers for Disease Control (CDC) to protect the health of our members, employees and community. Please be mindful the dates listed above could be extended. Please follow Palmetto Electric Cooperative on social media and our website, palmetto.coop, for continued updates.

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About Palmetto Electric Cooperative, Inc.

Palmetto Electric Cooperative is a non-profit electrical distribution utility that is owned by the members it serves. The Cooperative serves over 74,000 consumers in southern Beaufort, Jasper and Hampton counties. Palmetto Electric's mission is to provide diversified, innovative energy and related services to its members consistent with sound business practices, while always acting in a community-building leadership role. For more information, visit palmetto.coop or call 843-208-5551.

Palmetto Electric is also a member of Touchstone Energy, which is a national alliance of local, consumer-owned electric cooperatives providing high standards of service to customers large and small. More than 742 Touchstone Energy cooperatives in 46 states are delivering energy and energy solutions to approximately 40 million customers every day. Touchstone Energy cooperatives serve their members with integrity, accountability, innovation and a longstanding commitment to communities.