

## Week 9 - CEO's State of the Co-op Address

As the Co-op enters Week #9 of closed lobbies, I am happy to tell you we are one step closer to reopening! Currently, each of our 6 area offices are busy preparing to open on schedule, June 1. Sanitizing stations and social distancing signage is being prepared, and will be in place when the doors open.

As mentioned in COO Theresa Quiroz' State of the Co-op Address last week, a strict social distancing policy will be in place. We ask that if you do visit an RGEC office, you wear a mask/facial covering during the entirety of your stay. This protocol has already been put into place with all Co-op employees, to ensure both member and employee safety.

This weekend we celebrate Memorial Day. As we enjoy a 3-day weekend, let us not forget the fallen men and women who have served this great country. President Dwight D. Eisenhower said it best, "It is fitting and proper that we devote one day each year to paying special tribute to those whose constancy and courage constitute one of the bulwarks guarding the freedom of this nation and the peace of the free world." To our men and women in uniform (past, present, and future), on behalf of Rio Grande Electric Co-op, THANK YOU!

Now, let's face it, social distancing can be tough – especially during this Memorial Day weekend, when we'd normally be out and about enjoying our favorite places and activities with family and friends. This year will be a bit different for all of us, as we follow the Center for Disease Control's (CDC) social distancing guidelines. I know everyone is as ready for life to get back to normal as I am, but for this Memorial Day, let's get creative on some safe weekend activities, to stop the spread of coronavirus!

In addition to our military personnel, we would also like to extend our gratitude and appreciation to all essential workers who have been on the frontlines over the last 2 months, especially those fighting the war on the COVID-19 virus. This pandemic has had all of us navigating through uncharted waters, and it has been reassuring seeing the dedication of so many individuals and organizations.

As we continue to move forward, remember to stay up to date with the latest Co-op COVID- 19 news by visiting [www.riogrande.coop/COVID](http://www.riogrande.coop/COVID). There, you will find alternative ways to conduct RGEC business remotely, such as:

- Secure Pay Phone System (888-259-9084)
- SmartHub (for info, see [www.riogrande.coop/smarthub](http://www.riogrande.coop/smarthub))
- Email ([www.riogrande.coop/contact](mailto:www.riogrande.coop/contact))
- Phone (800-749-1509)

Residential consumers who are struggling to pay their bills due to the COVID-19 virus, are still eligible for deferred payments. To request deferred payments, please contact your local customer service representatives. They are listed at [www.riogrande.coop/contact](http://www.riogrande.coop/contact).

Again, we thank you for patience as we prepare to open our lobbies. In these uncertain times, remember one thing that is certain, is our commitment to you and the local communities we serve!

Sincerely,

Roger Andrade, CEO