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**Sent:** Friday, April 10, 2020 12:33 PM  
**To:** Center City - Eric; Center City - Norma; Chisago City - Jason; Chisago City - John ; Lent Township - Clerk ; Lent Township - Matt; Lindstrom - John; North Branch - Renae; Shafer ; Stacy - Sharon; Taylors Falls - Clerk; Taylors Falls - Mayor; Taylors Falls - Paul; Taylors Falls - Public Works ; Wyoming - Robb  
**Subject:** Xcel Energy: Operational Update/COVID-19 Management

To our Chisago County local government units in our service territory area . . .

Spring is always a busy time in the utility industry with new construction and public improvement projects starting. The added challenge of working through COVID-19 has brought home the need for greater communication to protect our crews and the public all while keeping local construction projects moving forward. We've reached out to every customer requesting work to remind them that our construction schedules are subject to change. Because project status can change so quickly in this pandemic, keeping open lines of communication is more important than ever.

Scammers posing as utilities have been active in their efforts to take advantage of nervous customers. Please remind yourselves that Xcel Energy (and likely any other public utility) will not cut off service with a phone call. If a customer receives a suspicious call, they should hang up and reach out to us via the internet, mobile application, or contact information found on their bill. Our website [www.xcelenergy.com](http://www.xcelenergy.com) has links to help customers impacted by the pandemic work out a payment plan.

To end this update with some good news, we scoured stock rooms for personal protective equipment acquired in preparation for emergency situations. As a result, we have found healthy supplies of N95 and surgical masks. After carefully considering our own needs, we have distributed 86,000 masks to first responders and health workers in our region. You may have also heard this week that Xcel Energy announced we are dedicating more than \$20 million to short- and long-term corporate giving, including COVID 19 response and recovery, to help our communities now and in the future.

As always, feel free to reach out with questions, comments or concerns regarding gas or electric service in your communities.

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