

Members seeking assistance during COVID-19 encouraged to fill out financial hardship forms

Chugach members facing a financial hardship due to the COVID-19 pandemic and having difficulty paying their electric bill are encouraged to fill out a financial hardship form and deferred payment plan. Filling out the forms ensures your power will not be disconnected due to non-payment during the disaster emergency declared by the governor.

In mid-March, Chugach temporarily suspended disconnects due to non-payment and stopped assessing late payment fees due to the challenges members were facing from the impacts of the pandemic. The Alaska State Legislature then passed a bill prohibiting utilities from shutting off residential service for those experiencing a financial hardship due to the public health emergency.

The legislation also states, however, that in order

to be eligible for this temporary payment relief and avoid disconnection, residential members must sign the forms saying they are unable to pay due to COVID-19 and they must enter into a deferred payment plan. Members are still responsible for payment of electric bills in full. Although the state law addresses residential customers, Chugach currently has extended the temporary moratorium to commercial members.

The forms are available on Chugach's website and have been mailed to all members with delinquent accounts. Please take advantage of this opportunity to ensure your power stays on during the public health emergency. For assistance, members can call (907) 563-5060 or refer to the website at www.chugachelectric.com/safety-community/coronavirus-covid-19.

Power On: October is National Co-op Month

As an electric cooperative, Chugach's top priority is to provide safe, reliable, and affordable energy to you, the members we serve. Because we are a co-op, our mission is to enrich the lives of our members and serve the long-term interests of our local community—and this mission has never been more critical than in recent months during the COVID-19 pandemic. One of the seven principles guiding all co-ops is "concern for community."

October is National Co-op Month, and electric cooperatives across the country are highlighting the many ways we "Power On." Keeping this theme in mind, we recognize the essential role we play in serving our communities. {1136322}

As an essential service, and to ensure reliability of your power supply, we modified our operations to safeguard business continuity. Our employees began working on staggered schedules to maintain social

distancing. We limited and modified meetings and gatherings to allow for safe operations. We also adjusted our walk-in office availability to ensure the health and safety of our employees and our valued members.

In 1948, Chugach was built by the community to serve the community, and that's what we'll continue to do – Power On.



Are you prepared for a power outage?

Recent rain and wind storms remind us that Alaska is a dynamic place to live, and we need to be prepared for a variety of hazards.

Chugach's priority is providing safe, reliable power, but we know weather conditions and other factors can pose significant challenges. With winter approaching, now is a good time to evaluate your family disaster plan. Major winter storms and earthquakes can result in multi-day outages.

Disaster experts recommend supplies for five-to-seven days conveniently located in a container



or backpack that could be carried with you if necessary. Some items to include:

- Water (one gallon of water per person, per day)
- Food
- Basic first aid supplies
- Sanitation supplies such as toilet paper, soap, disinfectant
- Clothing
- Bedding
- Tools
- Pet supplies
- Emergency supplies such as a battery-operated radio, flashlights, matches
- Those with significant medical needs should consider having a generator

For more information on personal disaster preparedness, go to: <https://www.ready.gov/kit>.

GET OUTAGE
notifications!



Did you know that Chugach members have the option to be notified via email or text message when there is an outage in their area? Sign up today in My Account.

To receive outage notifications:

- Sign into My Account at www.chugachelectric.com.
- Under the person icon in the top right hand corner, select "Communication Preferences."
- Under "+Add Notification" select "Outage" and enter your desired contact method and information.

Volunteers needed for Annual Meeting committees

Chugach is looking for members interested in serving on its 2021 Bylaws, Election, and Nominating committees. These committees are essential to a successful annual meeting and election process. The committees provide an excellent opportunity to learn more about your electric cooperative.

The Bylaws Committee is charged with reviewing Chugach's bylaws and considering any recommendations for revisions. The Nominating Committee seeks and screens potential nominees to run for the Chugach Board of Directors. The Election Committee is responsible for ensuring a fair and impartial annual election.

Members interested in applying for an appointment should submit an application. Applications for the committees must be received by 5 p.m. on Thursday, Oct. 22.

For more information and to obtain a committee application call Chugach at 762-4177, or visit Chugach's website at www.chugachelectric.com/media/annual-meeting.



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Member number hide-n-seek

Find your member number (in brackets) in the Outlet and get a \$100 credit on your electric bill. Call Chugach's service center at 563-7366 to claim your prize.