



## A letter from Kevin Wailes, LES CEO

To our valued customers,

Powering communities is what we do. Whether it's your home or business, you depend on us for safe, reliable energy. With uncertainties surrounding COVID-19, I want to assure you that LES is prepared. I have every confidence in the ability of our people and our technology to continue maintaining our commitment to provide safe and reliable power to our community.

LES continues to operate under its Continuity of Operations Plan, which covers many different emergencies, including pandemics. Through LES' involvement with the Electricity Subsector Coordinating Council, your community-owned electric utility joins other utilities in participating in regular discussions with federal officials at the Department of Energy, the Department of Homeland Security and other agencies to address issues related to COVID-19 that may impact reliable electric service.

Along with supporting grid resiliency, LES is helping to fight the spread of the virus in several ways, including closing the LES business lobby and implementing extreme social distancing protocols. Currently, the utility is allowing some employees to work from home while others have been asked to work from alternate locations.

In the meantime, LES customers should remain on alert for scammers attempting to take advantage of the situation. Crisis and confusion are attractive to these bad actors. The community needs to stand vigilant against them by practicing common sense and good cyber hygiene. Be cautious of unsolicited email and phone calls from unknown sources about COVID-19.

Do not be fooled by scare tactics. LES has temporarily suspended all disconnects for late payment and will NEVER call you and threaten to disconnect your power if you don't send immediate payment. If you think you or someone you know has been the target of a scam, do not give them any information and call the attorney general's office right away. If you did provide information, please call the police department's nonemergency telephone number to report it.

In addition to these internal precautions, we also are limiting public access to all our facilities. These are unprecedented steps, but the evolving situation demands that we respond proactively to protect our communities and our critical facilities.

- **Questions?** Our Customer Care team is ready to help at 402-475-4211 or [customerservice@les.com](mailto:customerservice@les.com).
- **Need to pay your bill?** Customers can [pay online](#) or over the phone by calling 844-706-7689, or mail a check or money order and bill stub to LES, PO Box 2986, Omaha, NE 68103-2986.
- **Power outage?** Report at 1-888-365-2412 or online at [LES.com/outage](https://www.les.com/outage).

We're with you during this uncertain time. We look forward to re-engaging with our community in the future and ask that you join us in slowing the spread of COVID-19 to flatten the curve.

Kevin G. Wailes  
LES CEO