

Information for Professional Services & Utilities

Updates as of 3/26/20

*****CRITEL ENTERPRISES** will be keeping our normal business hours, 7:30 am – 5:30 pm Monday thru Friday. Feel free to call us for any and all of your heating and air needs for either your residence or business. Our technicians may ask to wash their hands while they are at your home and you will probably notice them wipe down any high touch areas they come in contact with such as your thermostat, etc. None of our employees have been out of the country nor out of the State of Nebraska in the last 30 days. As a company, we are symptom free. We do ask that if you are experiencing fever, cough or shortness of breath that you call us at 402-362-2500 so that we can reschedule our technicians to keep them safe. Please do not take it personal if our technicians maintain extra personal space while they are in your home or do not offer to shake your hand etc. as we are just taking precautions to protect you, as well as, ourselves during this time. Should you have any questions or need help with your heating or cooling, please do not hesitate to call us 24 hours a day.

Updates as of 3/25/20

*****MAX COUNTRY** is committed to assist with "Community Connection". Community members have the ability, for free, to list important information regarding hours or cancellations by calling 402-362-4433 or using <https://1049maxcountry.com/marketplace/community-connection/>.

***We at **YORK HEATING & AIR** are keeping our normal business hours, 7am – 5pm Monday thru Friday, and are here for all of your heating and cooling needs. We are taking precautions to keep both you and our technicians safe while in your home or business. Our tech will have sanitized their hands and arms before entering and will be wearing a mask through the whole visit. We do ask that you let us know if there is anyone that is sick in the home before we come. If you have any questions or need help with your heating or cooling, please give our office a call and we will be happy to come and get you up and running again.

Updates as of 3/24/20

*****K9 KENNELS** is still open for Doggie Daycare and Boarding. Starting Wednesday 3/25/2020, we are asking for you to call in and reserve a time to pick-up/drop-off your puppy. This will help prevent too many people from being in the facility at the same time, and give us a chance to clean in-between customers. We also have boarding passes you can buy as a gift. Our number is 402-362-0009. Thank you for working with us in this time.

*****CENTRAL VALLEY AG (CVA)** is committed to help #flattenthecurve. Their offices will be closed to the public effective immediately. Their staff is accessible via phone, email, appointment or at www.cvacoop.com. More details are available at: <https://www.cvacoop.com/Home/COVID-19-Update-from-CVA>

Updates as of 3/23

***A letter to **NPPD** customers: At a time when people across not only our nation, but across the world find themselves dealing with the impacts of COVID-19, I want to take a few minutes to assure you NPPD is doing all we can to lessen your burden of worry, specifically when it comes to electric reliability.

First and foremost, we have an experienced team continually monitoring and preparing for the potential impacts of the pandemic on our teammates and customers. I want to stress that NPPD does not anticipate or expect loss of electric services because of this pandemic and assure you we are proactively working with customers who are affected by COVID-19. If you have been directly impacted financially due to COVID-19, please contact us, we're here to work with you to keep your electrical service intact, because we know how vital it is to all our lives. Questions can be answered and assistance provided by contacting our Customer Support Specialists at 1-877-ASK-NPPD (275-6773).

A preventative measure that was taken earlier this week was the decision to suspend all walk-in traffic at our service centers around the state until further notice. This decision was made by the District based on guidance from state and federal agencies, and in the best interest of the safety and health of NPPD customers and employees.

Our NPPD Infectious Disease Prevention and Control project team continues to closely monitor the COVID-19 situation and has initiated a variety of early response readiness activities. This includes the activation of the Executive Response Team (ERT), which is supporting the Project Team and working to make sure the necessary supplies, equipment and personnel are available to ensure that the pandemic does not interrupt your electrical service.

The COVID-19 situation remains unpredictable with conditions developing and changing hourly. For the latest information and developments look for updates via the following avenues. Follow Nebraska Public Power District on social media, download our new mobile application, "NPPD On The Go!", or visit us at www.nppd.com. You are also welcome to call our customer support specialists at the number listed above.

Nebraskans are no strangers to challenging times. Although recent events present us all with uncertainty, we'll weather the storm as we always do – by leaning on each other in times of need.

Please feel free to call me if you have any further questions, and remember, Stay safe. Stay healthy. Best Regards, Timothy Arlt, Vice President & General Manager of Retail Office: 402.563.5812, Cell: 308.379.0277, tjarlt@nppd.com

Updates as of 3/20

*****SVEHLA LAW OFFICES** is entry by appointment only at this time

***Beginning March 17, 2020 **PERENNIAL PUBLIC POWER DISTRICT'S** lobby will be closed to the public to reduce the exposure and spread of COVID-19. The health and safety of our customers, employees and communities is extremely important. This

situation will be evaluated daily. Questions about payments? Perennial personnel will still be available to answer phone calls and respond to service needs. Perennial encourages customers to take advantage of our digital payment options. Perennial offers a variety of payment options. Payment options are on our website: perennialpower.com. Perennial is working with customers if they need to make payment arrangements on their bill. Simply call us at 402-362-3355 to set up arrangements.

Additionally, our customers should be on the lookout for suspicious e-mails, phone calls, persons impersonating Perennial employees, or charitable organizations. Scammers take advantage of opportunities such as this when households are otherwise preoccupied. If you get a call from someone claiming to represent Perennial, and they make threats or demand immediate payment, hang up and call us at 402-362-3355. Please do not hesitate to contact our office if you have any questions or need assistance.

*****NEBRASKA PUBLIC POWER DISTRICT** Service Centers are suspending walk-in traffic. They are actively monitoring the COVID-19 situation and following guidance from state and federal agencies. Questions about payments? Please visit nppd.com for available payment options and to manage accounts online with NPPD On The Go. NPPD representatives are also available via phone for questions, payment arrangements and account information at 877-ASK-NPPD (275-6673)

*****YORK ADOPT-A-PET** is closed to the public until further notice. Adoptions, meet & greets, lost & found dogs & cats and other shelter business will be conducted by appointment only. Voice mail may be left at 402-362-3964 and all messages will be returned as soon as possible.

*****THE UPPER BIG BLUE NATURAL RESOURCES DISTRICT** office (319 East 25th St, York) will be closed to the public starting March 17. The office will tentatively reopen on Monday, March 30. For complete details, please follow this link: <https://www.upperbigblue.org/nrd-office-closed-public-until-march-30>

***Dave Stahr with **VIRTUAL IMPRESSIONS** in Waco and would be happy to assist any area business needing help with setting up remote access to their office systems. You can reach Dave at 402-403-1000

*****YORK COUNTY AGING OFFICE** Accessibility - Based on the Governor's recent recommendations regarding Covid 19, York County Aging Services is canceling Congregate Meals at all York County sites until further notice. Home Delivered meals are still being distributed at this time. We plan to continue meals as long as possible for seniors within our community who are at the most risk. In addition, visits to our office will be by appointment only until further notice.

*****CHAMPION HOMES** announcement - As you likely know, keeping our Team York associates safe is number 1 among our Operating Principles. While as of this moment there is not a verified community spread of the COVID-19 virus in our immediate area, we have decided to take the preemptive decision to limit public access to the plant. Effective immediately, and until further notice, plant access is restricted to Team York associates only. To keep our employees and customers safe, we have suspended all customer visits and/or tours at this time. We will keep production running and conduct

business as normal. We will continue to monitor this fluid situation hourly and commit to keeping you all in the loop as things develop. Please call your zone manager if there are any questions. Thank you for your support during these tough and trying times. Together we'll work through them and be stronger for it.

*****COLDWELL BANKER-NHS REALTY** announces: In effort to do our part and keep everyone safe in our community, during the spread of the COVID-19 virus, we have decided to postpone the Meet the Experts Open House on March 31, 2020.

*****YORK NEWS TIMES** is open and will remain open throughout this time. Their lobby is closed to pedestrian traffic. They can be reached at 402-362-4478 and they will gladly assist you.