

Bolivar Energy COVID-19 Plan

As your local public power utility, we're here for our customers and make it our goal to be one thing you can count on. As you've seen or experienced, COVID-19 (Coronavirus) has drastically altered our everyday lives. In continuing day-to-day operations, we can assure you that the health and well-being of our employees, our customers and our community is of primary concern. Bolivar Energy Authority is taking precautionary steps to minimize the threat and following public health agencies and governmental authorities' recommendations for COVID-19 procedures.

With that in mind, Bolivar Energy Authority is implementing the following changes to our day to day operations:

- Our lobby will be closing to walk-in traffic effective, Monday, March 23.
- Our drive thru will remain open with our normal hours.
- All service requests will be handled thru the drive thru window. New service applications are available online and in BEA foyer.

BEA has other methods of payment. We encourage you to utilize one of other payment methods to reduce wait time at drive thru. They are:

- Mobile App
- Self-service Kiosks—locations are Bolivar Energy, Food Giant (Maxwell's), Highway 57 Grocery-Grand Jct
- BEA's online payment portal—www.bea-tn.com.
- IVR—855-274-1341
- BEA bank drafts

BEA will continue to respond to outages and answer telephone calls 24 hours a day. 7 days a week. It is unfortunate that some people will use these events to take advantage of others. Bolivar Energy reminds customers to be aware of scams.

Bolivar Energy realizes this will cause some confusion and inconvenience. Please bear with us as we all get through these tough times. BEA is here to serve our customers, please feel free to call if you have any questions or concerns.

Tony Kirk

President/CEO