

Dear Valued Partners,

We understand the critical role we play as an energy provider to the partners we serve and within their larger communities. As such, we are well into the execution of our preparedness plan for COVID-19.

We have put in place proactive measures to ensure we keep our employees, customers and larger communities safe from our operations, and continue to serve our customers effectively with the highest standards. The following is an update on our current preparation and business continuity measures.

Current Measures Taken by Creative

- **Restriction on Access to Facilities:** Creative is increasing internal access restrictions to our facilities. We are also seeking voluntary disclosure from all staff and potential visitors and contractors related to any travel and/or potential exposure or symptoms of COVID-19, prior to entering our facilities. We will continue to monitor travel advisories under the guidance of government recommendations.
- **Keeping staff informed:** Updates, communications and resources regarding self-protection and travel preparedness are being distributed to Creative staff on an on-going basis
- **Monitoring our Vendor Partners:** We have requested the preparedness plans of our critical systems vendors and are in regular communications with them regarding their status.
- **Proactive planning:** A business continuity plan based on level of criticality has been implemented
- **Service Calls:** Only required service call requests will be taken, no other on-site work will be undertaken that is not essential. Additionally, we're developing a meter-reading strategy to minimize physical interaction between our workforce and valued customers.

We will encourage you to reach out directly to info@creative.energy for any concerns or questions.

Thank you,



Krishnan Iyer, President & CEO
CREATIVENERGY