



JUNE 24, 2020 UPDATE:

Following Yukon government's actions to begin easing COVID-19 restrictions across the territory, Yukon Energy is implementing a phased approach of our own to return employees to the office and to reinstate business-as-usual services to Yukoners. At all times, the health and safety of our employees and Yukoners remains our top priority, as does keeping the lights on and providing exceptional service to our customers.

Like Yukon government, we have four phases in our COVID-19 recovery plan and will be moving to Phase 2 on July 1, 2020. During Phase 2, here's what you can expect to see from us:

More Yukon Energy employees and contractors in Yukon communities.

Electricity is considered a critical and essential service in Yukon, even during a pandemic. Our employees and contractors will be travelling across Yukon to:

- Respond to power outages and electrical emergencies, as before.
- Work on construction and maintenance projects needed to keep the lights on.
- Fulfill customer requests for seasonal reconnects and new electrical services.
- Read electricity meters each month (this will start with meter reads schedule during the last week of June).
- Host or attend public meetings with fewer than 10 people.

Employees and contractors travelling to Yukon communities will follow guidelines in Yukon government's *Direction and guidelines for the delivery of critical, essential and other services during COVID-19* document, including:

- Completing a COVID-19 self-assessment before travelling;
- Monitoring their health for signs and symptoms of COVID-19 each day; and
- Following strict cleaning and physical distancing protocols.

Employees or contractors who develop flu-like symptoms during their stay in a community will also be directed to immediately leave the community and to speak to a health practitioner.

More employees in the office.

- Employees who typically work in the office will be returning to the office in a phased manner.
- Operational staff will continue to work on a rotational basis, but will now be available to complete routine projects in the field, as needed.

Limited visitors to our offices.

- Our office in Dawson City remains closed to the public. Customers can continue to contact us by phone at (867) 993-5565 or 1-877-712-3375, and by email at billing@yukonenergy.ca to pay their bill or make general inquiries.



- Critical services such as fuel delivery, supply shipments, and mail and janitorial services will continue.
- Contractors required for critical and essential work will continue to be allowed on site.
- All other visitors must obtain verbal or written permission from their Yukon Energy contact before entering one of our buildings, and must follow all of our physical distancing and COVID-19-related protocols while on site.
- Public tours of our facilities are still not being offered at this time.
- The Whitehorse Rapids Fish Ladder's public viewing gallery will be closed this summer. The wooden fish ladder remains open to let fish safely travel around the Whitehorse hydro dam. Staff will also continue to count and care for the fish like years past.

As we continue to move through the phases of our COVID-19 recovery plan, we remain committed to doing our part to curb the spread of COVID-19 and to support our customers and neighbours. Phases 3 and 4 of our COVID-19 recovery plan will see more employees working from the office, more public meetings with larger groups, and a greater number of visitors allowed to our offices. We will continue to monitor the COVID-19 pandemic closely and will transition through our plan at the guidance of Yukon's Chief Medical Officer of Health and Yukon government.

In the meantime, stay safe Yukon.