



## MARCH 24, 2020 COVID-19 UPDATE:

As we face the ever-evolving challenges of the COVID-19 pandemic, the health and safety of our employees and Yukoners remains our top priority. Like everyone, Yukon Energy is concerned about the well-being of our people, family, customers, and those most vulnerable to the virus. We are also committed to doing our part to 'flatten the curve' and to keeping the lights on across Yukon.

Following the [Yukon Chief Medical Officer of Health's announcement on Sunday, March 22](#) about two confirmed cases of COVID-19 in Yukon, we are putting additional precautions in place to keep our employees, customers and Yukoners healthy, and to sustain operations during the pandemic. These precautions are in addition to the measures we implemented on March 16 which included: travel restrictions and self-isolation measures; enhanced workplace hygiene and social-distancing practices; employees working from home where possible; and postponing community meetings.

### **Restricting visitors to all Yukon Energy offices or facilities.**

- Yukon Energy's customer service office in Dawson City is now closed to the public until further notice. During this closure, customers can continue to make bill payments or general inquiries by contacting our Dawson City office where employees continue to work. Customers can contact us by phone at (867) 993-5565 or 1-877-712-3375, and by email at [billing@yukonenergy.ca](mailto:billing@yukonenergy.ca). Our office hours will continue to be: Monday to Friday, 9 a.m. to noon, and 1 p.m. to 3 p.m.
- All contractors, consultants and visitors are directed not to visit any of our sites. Exceptions will be made to critical services such as fuel delivery, supply shipments, contractors required for emergency maintenance, and mail and janitorial services.

### **Limiting employee presence at sites.**

- All Yukon Energy employees who can work from home continue to do so.
- Operational staff will now work on a rotational basis in effort to minimize the risk of employees being exposed to COVID-19.
- Yukon Energy emergency response crews remain available 24 hours-a-day, 7 days-a-week to respond to power outages and electrical emergencies in all communities we serve across the territory. To report an outage, customers are asked to continue to call 1-800-676-2843.

**Suspending all non-essential travel outside of Yukon and to remote Yukon communities.**

- All non-essential maintenance projects have been postponed.
- Customer requests for seasonal reconnects and new electrical services will proceed as planned.
- Electricity meters in Dawson and Mayo will continue to be read by Yukon Energy employees; all other customer meters will be estimated in the short-term.

Rest assured, Yukon Energy remains committed and well-equipped to provide safe and reliable power to our customers in Dawson City and across Yukon.

These are challenging times, we know – for individuals, families, businesses and communities as a whole. As Yukoners ourselves, we are committed to do all we can to curb the spread of COVID-19 and to support our customers and neighbours through these difficult times. Our thoughts are with those who have been seriously impacted by COVID-19. We are also particularly grateful to all health care workers on the front lines working to keep us safe and to treat those who are ill.

We will continue to follow the guidance of Yukon's Chief Medical Officer of Health as the COVID-19 pandemic evolves and will act accordingly as new information becomes available.

To all Yukoners, please stay safe—we're here for you and ready to lend our support through this challenging time.