



Western Iowa Power Cooperative COVID-19 Update

Monday, June 22, 2020

WIPCO resumed normal operations and reopened lobbies for business on Monday, June 22. We are taking special measures to protect visitors and employees as the COVID-19 pandemic continues. Hours of operation are 7:30 a.m. until 4 p.m., Monday through Friday.

“We’re requesting that our members follow the recommended social distancing guidelines within our offices,” says General Manager Jeff Bean. “We ask all visitors to follow instructions as posted on lobby signage, floor markers and directional signs for your safety and others.”

WIPCO continues to closely monitor the latest developments regarding COVID-19 and is following recommendations from local and state officials, including the Centers for Disease Control and Prevention (CDC).

To minimize health risks for members, employees, and the public, WIPCO is taking additional precautions, including:

- Installing clear acrylic sneeze guards in each front office customer service area.
- Adding social distancing markers to our lobby floors to help keep visitors at least 6 feet apart.
- Distributing face masks, gloves and sanitizing products to our offices and employees.
- Using enhanced cleaning and disinfecting procedures throughout our facilities.
- Requiring employees and members who interact with each other to wear masks and wash or sanitize hands frequently.

Most services can be handled remotely, reducing the need to visit one of our offices. WIPCO members are encouraged to use the co-op’s drop boxes or other

electronic means of doing business, such as through our website or over the telephone whenever possible to reduce the risk of exposure. Our Customer Service Representatives are available Monday through Friday, 7:30 a.m. to 4 p.m. by calling 800-253-5189 or for non-emergent business please send email to wipco@wipco.com.

We appreciate your patience and understanding as we navigate these unprecedented times. Despite the challenges the world is currently facing, our focus remains on delivering safe and reliable power to our members.

Jeff Bean

Executive Vice President & General Manager