

## **Ponderosa's Response to COVID-19**

At Ponderosa we are committed to the health and safety of our customers and employees during the COVID-19 pandemic. We remain fully operational at this time.

We have taken steps to reduce the risk of illness and transmission among our staff and customers. This includes increasing sanitation efforts around the office facilities, minimizing travel and promoting virtual meetings.

While practicing social distancing, keep in mind we offer several bill payment options: online bill pay through our website, pay over the phone by calling 559.868.6000 (option 5) or 800.682.1878, use our drop box or mail a check.

Ponderosa recognizes the importance of keeping our customers and community connected during this critical time. We assure you our dedication to providing our communities with vital services will not waver.

In the event we need to adjust our office hours or close our offices to the public, we will make the announcement via our website and Facebook page. Stay safe out there!