

**GRICUA Policy  
To Address  
COVID – 19 (Coronavirus) Outbreak**

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**Purpose:**

GRICUA and its staff are aware of the spread of the COVID-19 virus, also known as Coronavirus, and the potential for business and/or customer service interruptions. In addition, GRICUA is also keenly aware of the health concerns and intends to take prudent actions to attempt to minimize staff exposure and the spread of the virus. GRICUA will be implementing the following actions, effective as of March 17, 2020 and continuing until further notice. Finally, GRICUA acknowledges that this policy is subject to change due to the fluctuating situation with the spread of the Coronavirus.

- All business-related international and domestic travel, including conferences, are cancelled.
- All in-person office meetings, including vendor site visits, should be rescheduled as video or telephone conference calls, if possible.
- Visitors to our buildings should be restricted to the lobby area.
- GRICUA will continue to accept in-person payments from GRICUA customers.
- GRICUA will postpone performing residential disconnects through April 30, 2020 and will be reassessed at that time. Residential customers will still be liable for past due and/or unpaid amounts. In addition, all customers disconnected since January 1, 2020, will be reconnected, but are still liable for past due and/or unpaid amounts.

This policy may be updated from time-to-time as the situation and conditions change. We appreciate our customers' patience during this time of uncertainty. If you have any questions, please call GRICUA at 520-796-0600 or go to our web page [www.gricua.net](http://www.gricua.net).