



## To Our Members & Customers

### Notice Regarding Continued Business Operations

As your local cooperative, neighbors and fellow community members, we take our responsibility to you very seriously. While information regarding the COVID-19 coronavirus develops, BEK will monitor the recommendations of local, state and national public health officials to safely operate while ensuring you stay connected.

As a critical utility we are accustomed to working in crisis situations. We have trained in, and prepared for, emergency/disaster response and are able to modify business operations on short notice in order to provide continuity of service. We understand how valuable your services are to locating accurate information and staying engaged with family, friends and colleagues.

Equally important is your wellbeing and that of our employees and community. We are using best practices, good judgment and safety precautions to serve the public who find themselves increasingly isolated by the virus. Should an onsite visit be required, our technicians and field teams will take extra measures to ensure your safety, and theirs, before entering your home or business.

Our Customer Experience team remains available to answer your calls, respond to emails, and assist via chat or social media. Remote-work capabilities, a 24/7 helpdesk and a safety-conscience staff ensure that we'll be here if you need us. Please reach out using any of these contact methods:

WEBSITE: [www.bek.coop](http://www.bek.coop) (for updated company information or to "chat")

SOCIAL: <https://www.facebook.com/BEKCommunications>

PHONE: 888-475-2361 (tollfree); 701-845-0355 (Valley City); 877-255-3420 (Enterprise)

EMAIL: [bekcomm@bektel.coop](mailto:bekcomm@bektel.coop)

To stay informed the following links will provide up-to-date information for our state and beyond:

[www.health.nd.gov/diseases-conditions/coronavirus](http://www.health.nd.gov/diseases-conditions/coronavirus)

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

The spread of COVID-19 may necessitate changes in how we interact, but it will not change what we do. Please stay safe and know that BEK will continue to operate and provide the highest quality service possible for our members and customers. Sending our best to you and yours.

BEK Communications