



Mor-Gran-Sou Electric Cooperative, Inc.

Toll-free (800) 750-8212

P.O. Box 297
202 6th Avenue West
Flasher, ND 58535-0297
Telephone: (701) 597-3301
Fax: (701) 597-3915

P.O. Box 1090
2816 37th Street NW
Mandan, ND 58554-7175
Telephone: (701) 663-0297
Fax: (701) 663-2279

March 30, 2020

Dear Member,

We hope this letter finds you in good health and spirits. Mor-Gran-Sou continues to monitor the status of the Covid-19 pandemic, and make serving you, our member-owner, a priority. We would like to take this opportunity to share ways we can work together to stay safe.

- **Scam Prevention.** Scammers are taking advantage of fears surrounding the coronavirus, and some Mor-Gran-Sou members recently became a target. A few members reported receiving a call in which a person threatened to disconnect their electric service unless they made a payment over the phone using a credit card. Your safety is important to us! Mor-Gran-Sou would never ask for personal or financial information over the phone, or threaten disconnection over the phone. If you receive a similar call, please hang up and let us know.
- **Financial Constraints:** If you are experiencing financial constraints associated with the pandemic and are concerned about paying your utility bills, please call us. We are willing to work with you to make an arrangement.
- **Lobby Status:** Our lobbies in Flasher and Mandan are closed to the general public for protection. As we prioritize safety and practice social distancing, Mor-Gran-Sou offers many bill-payment options. Please visit our website at www.morgransou.com and click Your Account to learn more, or be on the lookout for a flyer inserted with your April utility bill.
- **Social Distancing:** We have implemented several steps to work from a safe distance. If you see our linemen working in the field or in their trucks, for your safety and ours, please do not approach! To visit with Mor-Gran-Sou staff, please call 663-0297, 597-3301 or 1-800-750-8212.
- **Energy Savings:** During this time of uncertainty, there are steps you can take to help manage your energy use and reduce the amount of your electric bill. Some tips include:
 - Programming your thermostat;
 - Doing full loads of laundry and washing with cold water;
 - Air-drying dishes;
 - Substituting LEDs for conventional light bulbs; and
 - Unplugging appliances and electronics when not in use.

Please stay safe, and know that Mor-Gran-Sou is doing everything we can to protect our members, communities and employees.

Don Franklund and Travis Kupper
Co-General Managers/CEOs

Your Touchstone Energy® Cooperative 

Mor-Gran-Sou Electric Cooperative, Inc. is an equal opportunity provider.