

## WORKING WITH YOU THROUGH COVID-19

During the unprecedented times brought on by the COVID-19 pandemic, keeping our employees safe and keeping the lights on continues to be our commitment to Albertans. Our transmission system is the essential link that connects homes, farms, businesses and industries to reliable, affordable electricity generated across Alberta.

As an essential service in Alberta, we have a responsibility to deliver reliable electricity to more than three million Albertans. Hospitals, grocery stores, restaurants, small businesses, and people like you depend on us.

We are responsibly moving ahead with projects and maintenance activities that will ensure the reliability of our electricity system for years to come. That's why you will continue to see us in your community or hear from us about a project in your area.

### WHAT WE'RE DOING TO STAY SAFE AND HEALTHY

We know that you have been navigating your own set of challenges during this unprecedented time, and are focused on keeping your families and friends safe. We are too. Our priority is maintaining the health and safety of our employees, contractors, and the general public, while ensuring that we're able to continue to deliver the essential service that Albertans rely on.

While our employees are working, we're committed to keeping them safe by ensuring they are able to practice safe physical distancing and providing them with appropriate protective equipment and sanitizer at their work locations.

Based on recommendations from local and national health authorities, we have made the decision to not hold public events at this time and to limit in-person meetings.

### HOW TO SAFELY PROVIDE YOUR INPUT

Stakeholder input is very important to us. We rely on the feedback that we receive from people in the community to help us in our project planning. Although we're not able to hold public open houses to gather stakeholder feedback, we remain committed to getting your input on our projects.

We will be conducting the majority of our meetings via telephone or electronic methods, but some in-person meetings will be safely coordinated where appropriate. We've also created a new online feedback portal as an option for you to provide your input on a project in your area: [www.altalink.ca/projectfeedback](http://www.altalink.ca/projectfeedback).

As the situation regarding COVID-19 changes we will re-assess this approach and provide an update if anything changes.

Thank you and stay safe.

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#### Contact us

We're available to address any questions or concerns you may have:  
[stakeholderrelations@altalink.ca](mailto:stakeholderrelations@altalink.ca)  
1-877-267-1453

[www.altalink.ca](http://www.altalink.ca)     