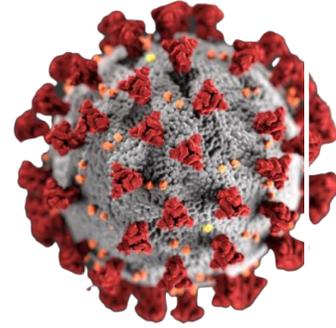


How we're supporting our customers during the COVID-19 pandemic

We sincerely hope you and your loved ones are well. COVID-19, the coronavirus, has changed our lives in ways we never could have imagined. As we continue to learn more about the virus, please be assured Cleco is committed to the health and safety of our customers, employees, contractors and the public. Cleco activated its Pandemic Response Plan on March 13 and since then, we've taken the following steps to assist our customers during these challenging and unprecedented times.



Temporary relief efforts by Cleco:

- Effective March 13 and until further notice, Cleco suspended service disconnects and late fees.
- Effective April 15 and until further notice, Cleco customers who use KUBRA, Cleco's one-time electronic bill payment service, will receive a credit on their bill for the \$2.50 processing fee.

Low Income Home Energy Assistance Program (LIHEAP):

- Customers who need help paying their electric utility bills may be eligible for supplemental funds added to LIHEAP as a result of the Coronavirus Aid, Relief and Economic Security (CARES) Act passed by Congress.
- The program is administered by the Louisiana Housing Corporation (LHC) through community action agencies.
- To receive information from LHC on how to apply for assistance, go to www.lhc.la.gov/covid19mailinglist and join the COVID-19 energy assistance mailing list.

Self-Service Payment Options

The following options are the safest, most effective methods to pay your Cleco bill during the pandemic:

- MyAccount at www.cleco.com
- KUBRA, Cleco's one-time electronic bill payment service, from a checking/savings account or with a credit/debit card online at www.cleco.com or by calling Cleco's customer service number at 1-800-622-6537 or KUBRA at 1-888-909-4639.
- Postal mail to P.O. Box 660228, Dallas, TX 75266-0228



Prepare for hurricane season

Customers asked to prepare early

Cleco is preparing for the start of the Atlantic Basin Hurricane Season and is encouraging customers to prepare as well. The Atlantic Basin Hurricane Season is June 1 through Nov. 30. Customers are encouraged to develop a plan or re-evaluate their plan based on the pandemic.

- Plan an evacuation route and ensure family members are aware of the route.
- Know where emergency shelters are located.
- Prepare a storm kit – gather supplies you might need during a power outage, including flashlights, batteries, canned food, manual can opener, bottled water, medication and a first aid kit.
- Make provisions for a generator, if needed, and test it to ensure it works.



Cleco in the Community



Cleco donated \$25,000 to Feeding Louisiana to assist in their lifesaving mission to provide food relief to customers through its network of food banks during the COVID-19 pandemic.

The logo for Power of Sharing is a dark blue rectangle with a white border. It contains the text "POWER OF SHARING" in white, with a small white icon of a power plug above the "O" in "POWER" and a red heart above the "A" in "SHARING". The word "CLECO" is written in small white letters at the bottom right.

POWER OF SHARING
CLECO

Cleco increased its annual contribution to the Power of Sharing Fund by \$5,000 for a total of \$17,000 in 2020 to help economically disadvantaged seniors pay their energy bills. The funds are distributed by the local Councils on Aging on a quarterly basis.



Cleco donated \$1,500 to Louisiana College in Pineville and \$500 to Alexandria Country Day School in Alexandria to support their efforts to make face shields for health care facilities facing shortages during the COVID-19 pandemic.

Follow us on social media for the latest on career opportunities, community events, safety tips and more!



Cleco warns customers to beware of scams

Cleco reminds customers to be on alert for fraudulent phone calls, text messages and emails, as well as in-person scammers posing as Cleco representatives who are looking to take advantage of customers amid fears around COVID-19.



Customers should be aware of these common utility scams:

- **Disconnection Deception**

Scammers call threatening disconnection of your service unless you make an immediate payment with a pre-paid card.

- **Overpayment Tactic**

Scammers call claiming you overpaid your bill, and you need to provide your personal bank account information or a credit card number to facilitate a refund.

- **Vacate Your Home**

Scammers claim there is a need to replace your meter or other equipment, and you must leave your home for 72 hours.

- **Power Restoration Charge**

Scammers call offering to restore your electricity more quickly for a fee after a severe storm.

- **Identification Attack**

Rather than directing victims to call a toll-free number, the scammers direct callers to press 1 to collect more data in an attempt to get your personal information.

Overhead Power Line Safety Act

The Louisiana Legislature enacted the High Voltage Overhead Power Line Safety Act in 2001. The law prohibits any unauthorized persons from working, including moving equipment, within 10 feet of any high voltage overhead line. If any unauthorized person intends to work within 10 feet of any high voltage overhead line, the person responsible for the work to be done must notify the owner or operator of the high voltage overhead line 48 hours prior to commencing work. Work shall be performed only after satisfactory mutual arrangements have been completed between the owner or operator of the high voltage overhead line and the person responsible for the work to be done.