



# IID

*A century of service.*

www.iid.com

*Since 1911*

April 1, 2020

To: Elected officials and partner agencies

**Re: *Continued services during COVID-19***

Dear elected officials and partners:

Like many of you know, now more than ever, the communities we serve depend on us to continue providing services essential to their health and well-being. As one of those providers, IID has taken swift and immediate action to continue the delivery of electrical service to its customers in the Imperial and Coachella Valleys during this public health state of emergency.

I would like to remind you that IID's offices and customer service centers remain open for business. However, to help prevent the potential spread of COVID-19, we have made certain accommodations for our employees and are strongly encouraging customers to make payments and communicate with the district by phone, email, regular mail, mobile app or by visiting our website at [www.iid.com](http://www.iid.com).

In addition, we know COVID-19 is creating financial hardship for some of our customers and we are committed to making sure they have electrical service. To help, IID will not disconnect service to any customer for non-payment, until further notice. Customers who are behind on payment will still owe IID for services provided, however, they will not be disconnected at this time.

Serving all customers remains our number one priority and we appreciate your continued support through this difficult time.

Sincerely,

Enrique B. Martinez  
General Manager