

NOTE FROM THE PRESIDENT AND CHIEF EXECUTIVE OFFICER

These are truly challenging times as Alberta, Canada and the world respond to the COVID-19 pandemic.

As the organization responsible for managing the safe and reliable operation of the provincial power system, the Alberta Electric System Operator's (AESO) top priorities are the health and well-being of our employees and stakeholders, and continuing to meet the electricity needs of all Albertans.

Reliable electricity is critical to this province; to the everyday lives of Albertans, to the efforts to manage the COVID-19 pandemic and to Alberta's future prosperity.

Protecting our employees and stakeholders

- We are taking all feasible precautions to ensure the health and safety of our employees and stakeholders.
- We have activated our Business Continuity Plan and mobilized our Incident Management Team to ensure our business operations can continue uninterrupted. This also ensures our employees have rapid access to the information they need to take care of themselves and their families, and to continue to advance business activities as effectively and efficiently as possible.
- We have successfully established a mobile workforce (with the exception of some roles that must be performed at our highly secure System Coordination Centres) to minimize the number of employees who are in close proximity to their colleagues.
- We have communicated to employees and stakeholders that all business meetings with stakeholders will be held via phone or webinar (this includes stakeholder engagement sessions) to minimize the in-person contact for our employees and our stakeholders' safety.
- We continue to promote good hygiene practices to our employees and direct them to resources and other information they can use to support themselves and their families through this difficult time.

Maintaining reliability of Alberta's power system

- We are in close communication with Alberta generators, transmission and distribution companies as well as with other Independent System Operators and neighbouring jurisdictions to keep apprised of the status of various electricity systems in Canada and the United States.
- We have robust policies and procedures in place to manage critical business functions during pandemic situations and other crises. These are tested regularly and updated to ensure we are prepared at all times to manage through these types of situations.
- We are experiencing normal grid and market conditions and I have full confidence in our industry partners who are working together with us to ensure a reliable supply of electricity within the province. As always, we stand ready to respond if the situation changes to protect our employees, stakeholders and the reliability of the provincial power system.

Alberta has a strong and stable power system and we take our role in maintaining this critical service very seriously. We will continue to monitor all aspects of Alberta's power system to maintain the safe, reliable delivery of electricity to all Albertans.

Thank you to our dedicated employees, stakeholder community and to all Albertans for everything you are doing to contain COVID-19 and pave the way to better days ahead in our province.

If you would like to stay informed on the AESO's COVID-19 response or other AESO news, please sign up for our Stakeholder Newsletter by visiting our website www.aeso.ca. Please direct any questions you may have to stakeholder.relations@aeso.ca.

A handwritten signature in black ink that reads "Michael Law".

Michael Law
President & Chief Executive Officer