Preparation for this crisis, as with any in our industry, started years ago with the investment and training of the people and the systems to be flexible and smart in how they handle new challenges. As seen in the member stories we are posting each week, public power is uniquely suited to pull our communities through to the daylight on the other side. In addition to hope, we offer expertise, experience, reliability, and compassion.

At the start of a modernization effort this year at NWPPA, we knew we wanted to increase our webinar capability and improve our online search and class registration ability. We did not foresee that a top priority would become how to better process mass cancelations and refunds.

Of course, our challenges are minor in the context of a pandemic that is still expected to peak in the U.S. later this month. As wrenchingly heartbreaking as the impact to humans is, it is also truly inspiring to see the response from healthcare, supply chain, and electric utility workers. Each day our members are stepping up to protect their customers and their staff to provide the service to run the hospitals, the ventilators, the phones, the computers, and everything else demanding electricity in this new world.

**Programs**—Our members motivate NWPPA staff to rise to the challenge with them. Canceling our core events is a body blow, but one that we can absorb. The delivery of excellent communications, policy advocacy, and opportunities to learn and share advice with your colleagues will continue. Our drive to enhance your success is what defines us.

To that end, our staff and partners are transitioning many classes into virtual mode, rescheduling events, and enhancing web-based options. We are offering new platforms and courses that can be delivered anywhere needed. The free pandemic-related webinars are just a first step into that future. We have also created a webpage (www.nwppa.org/coronavirus) as a clearinghouse for COVID-19-related information and programs.

Like you, we have been bombarded with emails on how to succeed in operations with limited employee and customer interaction; how to stay healthy physically and mentally; and how to be productive at home. One of our roles is to screen and refine this into a helpful form for your use.

**Policy**—On the policy side, we are helping to shape how public power is impacted by the changes in laws and regulations coming from this crisis, and are coordinating with other regional, state, and national organizations. While our D.C. meetings are virtual for now, we are very experienced in the risks and opportunities in how D.C. reacts to upheaval.

Following your lead, we will continue to shape this new future. Each of you is critical to this effort. As the wise Mother Teresa noted, “We ourselves feel that what we are doing is just a drop in the ocean. But the ocean would be less because of that missing drop.”

With quiet conviction and courage, our members are working through this crisis to make sure that electricity is flowing for the critical services so important to our communities. The NWPPA staff is honored to be working for you.

Scott Corwin
NWPPA Executive Director