



RIVIERA UTILITIES

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RE: Outages Due to Summer Storms

Dear Riviera Utilities Customers,

The summer months bring with them a familiar weather pattern for those living in South Alabama; afternoon storms. The results are highly energized storms producing heavy cloud to ground lightning and extremely strong micro bursts from wind. These storms can create a dangerous situation for both people engaging in outside activities and structures in the storms destructive path.

Not only do these afternoon storms interrupt outdoor activities, but they can also produce another unwanted result in the form of power outages. While Riviera invests a lot of time and effort hardening our systems against these storms, there is no way to eliminate storm outages altogether.

However, Riviera recognizes that there have been an unusually high frequency of power outages over the past couple months, especially along the Eastern Shore. We would like to reassure our customers that reliability remains one of our top priorities. Riviera is currently completing major line upgrades in the Daphne area this month that will greatly improve our ability to respond to and recover from weather related events. Several other projects across our service territory are in progress that will help in similar ways.

Just as we have done with our recent improvements in our communication efforts on social media channels, Riviera is also evaluating internal operating procedures to find ways to improve response and recovery times. As with everything we do, safety is our top priority! Therefore any revisions to our procedures must maintain the highest focus on safety, both for our workers and the public.

Riviera would like to thank our customers for the patience they have shown during these challenging events. We also want to reassure our customers of our continued commitment to the highest levels of reliability and service.

Please continue to watch our website and social media channels for more detailed updates.