



March 18, 2020

To Our Valued Customers:

As we're all going through this global crisis together, we want to ensure you that we're committed to looking after the health and safety of all our employees, and we're doing everything to keep delivering propane energy to your homes and businesses.

We have a dedicated office staff who are ready to take your calls and email requests, and dedicated delivery drivers and service technicians to perform the necessary field work.

As we continue to adjust to maintain a safe and healthy work environment for you and our staff, we are taking the following steps to address COVID-19:

- Customers are able to make delivery and service-related requests through our [website](#) - and also through our [customer portal](#), as well as by phone. We strongly prefer that our customers continue to interact online or over the phone.
- We will be limiting walk-in customers into the office. If dropping off a payment please leave it in the designated drop box. Payments can be made on-line through your banking institution, credit card payments can be made via our customer web portal located on our website, or by calling into our office.
- We have adopted a "no hand-shake policy" and to maintain a social distance of at least 6ft from everyone throughout any propane delivery call, service call request or sales site visit.
- Please notify our office directly prior to any service call that requires a technician to enter your home or business if someone at the property is sick, in poor health, in self isolation, or for any reason has been exposed to the coronavirus. We will coordinate to reschedule the appointment appropriately.
- We are also asking that everyone practice routine hand washing with soap and water for at least 20 seconds, use a tissue or sleeve for coughs and sneezes, and avoid touching your eyes, nose and mouth with unwashed hands.

We can appreciate that some of these precautionary measures may seem inconvenient, and we understand that this is a stressful time for everyone. We do appreciate your patience and understanding in this time of uncertainty. Our goal is to continue to provide reliable services and to provide a high level of customer service while protecting the health and safety of our employees and customers.

Sincerely,

President

James Callow