

Loyal Customers,

I am sure you are aware that Gov. Wolf has halted all non-essential businesses as of March 16th. Rest assured that Firmstone Lakewood Fuels does not fall under that umbrella. People need to be kept warm and gas stations need fuel, and that is what we do. Our Management and staff are taking measures to make sure everything is sanitized during each delivery, and we will continue with such measures until the COVID-19 pandemic passes.

We have lowered our **discounted** “minimum” delivery from 150 to 100 gallons. Please contact our office with further questions regarding any help you may need or simply, visit our website to order fuel.

We do ask for your help in keeping you and our staff safe. What follows are our new and temporary response procedures and policies that are going into effect as of Friday, March 20, 2020:

1. PLEASE UTILIZE THE DIGITAL WORLD
 - a. We offer online ordering and payment options—click this link to request access to your account on-line or call our office.
 - b. WE ARE OFFERING AN INCENTIVE FOR GOING DIGITAL...Save an additional \$0.10/gallon
2. DRIVERS WILL NOT BE LEAVING DELIVERY SLIPS AT HOUSES
 - a. To keep with social distancing practices, and to limit contact with foreign surfaces, the drivers will not be leaving slips at houses. E-mail or “Snail mail” will be utilized.
 - b. When ordering, the CSR should be confirming your e-mail or mailing address to be used.
 - c. ****if he must pick up payment**LEAVE CHECK OR MONEY ON THE OUTSIDE OF THE DOOR.** This would not require the driver to touch doorknobs or screen door handles.
We are trying to limit contact with foreign surfaces
3. PAYMENT METHODS
 - a. Pay online
 - b. Give the office a credit card to keep on file (encrypted: secure), and we will email copies of the delivery and credit card receipt.
 - c. Office Drop Boxes—our offices (High St & Brown St) have drop slots in the doors. Instead of entering the building please slide your payments through the designated slots.

These steps are essential to protect, not only our employees, but you and our communities as well. These best practices will remain in effect until the crisis has passed and are subject to change at any time. Please check our website and Facebook page for any updates.

Keep social distance, wash hands often, wipe surfaces, check on neighbors, and stay calm. Together we can get through these difficult days.

Regards,

The Firmstone Family