

ATTENTION STAFF—NEW COVID-19 PREVENTATIVE MEASURE POLICIES

Until this has passed please follow the below procedures in the mornings, during deliveries and when you return after your shift OR end your day. These are to be used temporarily during the current crisis.

****The below Policies and procedures will be adjusted as necessary by Management****

MORNINGS and EVENINGS:

Wash your hands with **soap and hot water** when you get to the office. Hand sanitizer is great when you are in the field, but let's use soap and water when its available.

Only 3 people (office staff included) BACK office section at one time. It is a tight space as it is.

Drivers—Wipe down and disinfect your truck interiors and anything you may touch on the exterior of your truck (door handles, meter). Don't go crazy, but do your best.

Office staff—Wipe down your desks, keyboards, phones, etc. at the end of every shift.

DELIVERING and ORDER TAKING:

*****PLEASE BRING BACK ALL SLIPS TO BE MAILED OR EMAILED*****

The amount of time the virus can live on a surface is now as wide ranging as 2 hours to 4 days.

If you don't have to expose yourself to our customers, then you and they are safer.

The office is doing their best to collect email address and confirm billing addresses.

The below is from the NEFI for policy implementations for both office and field work:

Recommended Practices for Company-Customer Interactions

- Whenever possible rely on phone, text, email, teleconferencing, or other electronic communication methods to communicate with customers, instead of in-person conversations.
- If your company offers online delivery/service requests and payments, encourage customers to pay their bills online and to call your office only in the event of a no-heat emergency or equipment shutdown.
- Fuel deliveries made to customers' homes present low risk factors. However, if possible, send delivery and service invoices by mail or switch to electronic invoicing instead of leaving invoices at the door.
- Avoid all direct contact with customers and maintain the maximum distance possible: at least six feet.
- On service calls, if the customer has separate access to their heating or air conditioning system, try to request in advance that they make the area available to you directly, e.g., opening bulkheads, cellar doors, etc.
- Before entering a customer's home, if anyone is present, ask if they or anyone in the household is sick in any way or experiencing symptoms, including fever, coughing and/or shortness of breath. If the customer answers in the affirmative, contact your employer for further instructions prior to entering.

****These precautions are for everyone's safety. If COVID-19 comes into the office then the whole office could potentially be closed, and your co-workers could become infected.**

****Please stay safe and communicate with Management if you are feeling any symptoms or have come into direction or close contact with a positively diagnosed individual.**