



To Our Valued Customers,

We have been closely monitoring the status of COVID-19 and we are actively following the guidelines established by Health Canada and local public health officials.

Effective immediately our offices are closed to the public until further notice. This is a temporary measure as we all do our part to keep our communities safe. **We will continue to be open for business to serve our customers.** Be assured that as the situation continues to evolve, we will make decisions that prioritize the wellbeing of our staff and customers as their safety and security is paramount.

As a reminder, bill payment can be made online or sent by mail.

For product pick up, we are asking our customers (accounts only) to call in advance of visiting or walking into our buildings until further notice.

For cardlock technical assistance, please call our office for phone support.

For fuel/propane delivery, please continue to call our office.

We have also implemented the following strategies to prevent the spread of the virus causing COVID-19 in workplaces and our community.

- Encouraging frequent hand hygiene, respiratory etiquette and self-isolation when ill.
- Increased the spatial separation between desks and workstations as well as individuals (employees and customers) from each other.
- Increased frequency of cleaning of common surfaces such as our phones, computers, iPads, desks, lunch table, kitchen, washrooms, surface counters and customer service counters.
- Adjusted our procedures related to fuel/propane delivery to reduce social contact by leaving a copy of the bill of lading in the propane cages and delivery slips in the mailbox.

As a company, in the foreseeable future we will continue to do our best to meet our customers needs while balancing our team health and safety.

We thank you for your patience, understanding and continued support.

**Stratford
519-272-0090**

**Alma
519-513-4514**

**Cambridge
519-622-3720**

