

SUMMERS™

Plumbing Heating & Cooling

Greetings Customers,

Like most of our customers, Summers has spent the past several weeks learning about the Coronavirus (COVID-19) and the impact it's had on the world, and specifically what is happening in our cities and towns. As we've seen the virus hit so close to home, Summers has been looking closely at the impact it has on our customers and employees.

Summers has and will always keep customer service as a top priority. We're deeply rooted in the communities we serve and want to make sure we are taking the necessary precautions to protect those who we are in contact with daily – including our staff members, vendors, customers and community partners. With the continued news of COVID-19 outbreak, we have implemented and consistently updated procedures within our business to ensure we are doing everything we can to keep everyone safe and healthy, including:

- Eliminating large group meetings
- Daily sanitization of office areas, with a focus on high traffic areas
- Hand sanitizer and sanitation wipes have been distributed to all employees
- Service technicians will take extra precaution while in the homes of customers by wearing gloves, masks, and shoe covers
- All employees of Summers are stopping all physical contact, including hand shaking with fellow employees and customers
- Illness protocols will be used for all employees and any employee that shows sign of an illness (including but not limited to cough, fever, sore throat, etc.) will be sent home immediately to reduce exposure to other employees and will not be permitted to return to work until they are fever and symptom free for at least 72 hours, and 10 days following the initial onset of the symptoms
- Employees are urged to stay home if anyone in their household is sick or if they personally feel any form of illness
- Employees have been educated on COVID-19, including signs and symptoms, and are being extra cautious of touching their eyes/nose/mouths without washing their hands first

Summers will remain open, as we know service needs can happen at any time to our customers. However, for the safety of our employees and our customers, we will be asking customers to verify that there is no illness currently in their homes. All scheduled appointments will go on as planned, and our phones are always accepting calls for emergencies or regular service needs. Summers will continue to keep customers as our number one priority, not only by implementing our safety and health protocols, but also continuing to do what we do best – plumbing, heating, and cooling.

Summers understands that this is an unfamiliar time for all of us, and will continue to be in accordance with federal, state, and local guidelines. We will continue to monitor the situation closely, while keeping the health and safety of all involved at the forefront.

Kindest Regards,



Gary Line, President & The Summers Team