

## COVID-19 UPDATE – APRIL 20, 2020

### **TO ALL SCATTON'S CUSTOMERS – PAST, PRESENT, AND FUTURE**

These are truly difficult, unprecedented times for all of you - History in the making. All of you have been forced to make life altering changes over the last few weeks; trying times at best.

The same for all of us here at Scatton's Heating & Cooling, both personally and professionally; it has affected us all.

With that being said...as a life sustaining business under Governor Tom Wolf's guidelines, we are open to provide you with the same quality service that has been provided to the Bucks/Montgomery counties over the last 32-years. We are here for your HVAC maintenance, service, and installation needs that you may have as we approach the spring/summer season.

We are here with the new "normal" mindset of customer service, new precautions, procedures, and protocols. Safety is our number one goal for both our employees and customers during these ever changing times. Below are some of the changes that we are implementing for the foreseeable future – to ensure our continued safety going forward for both.

- All employees are required to wear latex gloves, masks, associated face coverings, and protective shoe coverings upon entering all homes and business's
- All vehicles are equipped with hand washing stations, disinfectant sprays, and hand sanitizer – over and above our standard cleaning materials
- All vehicles have been cleaned to provide a safe traveling environment for all of our employees
- Customer's and employees alike are being screened to make sure that those specific individuals and those surrounding them are healthy to the best of their knowledge including no recent long distance trips or travels have been made
- Customers are called on an individual basis upon each service call / maintenance / installation – once by our office staff to let them know the technician and/or crew is on their way (dispatched), and once again by the technician when they are on site. Once on site, all technicians start the practice of social distancing from entrance to exit
- On-line bill pay via our website "Pay Now" feature allows for more of a "contactless" end to our services

Changes they are but needed both by customer's and employees to ensure a level of up most comfort and peace of mind during this situation.

Above all, we would like to Thank You – **Our Customers** – for working with us as your past, present, and future HVAC service provider. As the hot summer approaches, we promise to be there when you need us.

Be careful, stay safe...and we'll see you soon.

Michael Detwiler  
PRESIDENT – SCATTON'S HEATING & COOLING, INC.  
And the Entire Scatton's Family of Employees