



As a member of the Northeast Georgia Heating & Air Conditioning family, we value your trust and appreciate the opportunity to service your heating and air conditioning needs for your home and or your business. We feel that it is important for both our company representatives and you, our customers, to address the health concerns involving the coronavirus (COVID-19).

As an essential business, we plan to remain open for business as long as the government allows. If your HVAC equipment fails, we will strive to the best of our ability to provide whatever is needed to restore the equipment back to proper operation.

Should you need service during our normal hours of operation, Monday thru Friday, 8AM to 5 PM and Saturday 8AM to 12PM, please call 706-782-7825 and our office staff will be happy to schedule an appointment. If you are in need of an after-hours service request, please contact the on-call technician at 706-490-5916. If your call is not answered, please be assured as soon as the technician is either finished with the current call or when they are in an area that has cell service, your call will be returned. Or if you prefer to use our paging service, call 706-782-8249 and key in your number and your call will be returned.

#### **Preventive COVID-19 measures that NEGA HVAC has implemented:**

- Employees not feeling well are asked to stay home. If COVID-19 symptoms are exhibited, we will require that the employee see a physician for testing.
- We have a “no hand-shake policy”
- All employees have been supplied with hand sanitizer, mask, gloves, and shoe coverings to wear on job sites. Technicians have also been supplied with plastic bags that filters will be placed in for disposal.
- Technicians, for the most part, are not engaged in large group settings. However, we will exercise the 6’ social distancing guidelines when possible.

#### **Service Call Request Procedures:**

When you call in to request an appointment, the staff will be asking if anyone at the service site has had or has currently been diagnosed with a cough, fever, fatigue, or respiratory symptoms. This

information will be crucial to us so that we can schedule the proper personnel to attend to your HVAC needs and be protective to our employees at the same time. You will be given an appointment window timeframe and upon request and if the technician is in a cell service area, we will attempt to contact you when the technician is en route to your service site. Some employees have expressed concerns that they do not feel comfortable and or should not be in a high-risk area and we will be respectful of that. We do have some employees who are willing to work in the high-risk areas as long as proper preventive measures are exercised by both the technician and the customer.

Many repairs can be troubleshot from outside of the home or business, in a crawl space or attic which would require very little contact, for your safety as well as ours.

In scheduling preventive maintenance service call for our priority service agreement customers, we will call to schedule appointment times or should you want the service performed at a particular time, please call ahead for an appointment. If there are any precautions that need to be discussed prior to the technician's arrival, please feel free to discuss this with the person scheduling the appointment. This information will be noted and given to the technician.

For improved indoor air quality and peak system performance, we recommend filter replacement on a regular basis per usage time of the HVAC system and semi-annual maintenance in order for your system to operate efficiently and reduce energy costs.

We appreciate our customers and employees and understand that by working together and following the COVID-19 guidelines we can help.