



March 19, 2020

Dear Valued Customers and Vendors:

As many of you know, the Coronavirus has continued to spread through many states, and as it continues to infect more Indiana residents, N.E.W. Plumbing and Heating, Inc. has decided to enact the following changes starting 3/20/2020 until further notice.

- We are open for business and will continue to provide service to our community as long as possible during this Coronavirus Pandemic.
- Our offices and warehouse are now employee only; no customers, no family members, no salesmen or delivery drivers will be allowed in our office.
- Since all of our doors will be closed, we are asking delivery drivers to call prior to their arrival so we can make arrangements to accept the delivery. Deliveries can be left outside of the door and packing lists placed in the white mailbox next to our front office door. We are asking your driver and our employees to maintain the 6-foot rule.
- Payments can be called in by phone, placed in the white mailbox next to the office door, by postal mail or online thru our website address listed above.
- Any N.E.W. Plumbing and Heating, Inc employee that has a fever, a cough or is sneezing will be asked to stay home.
- In an effort to reduce the spread of illnesses like influenza and coronavirus we will be asking our customers about sickness within their home when they call in, Also, when our employees go to a home and discover someone is ill, we will not be providing services. Keep in mind we are trying to minimize the spread of these illnesses.

Sincerely,

N.E.W. Plumbing and Heating, Inc