



## **We Will Remain Open to Assist the Residents in Our Communities that Need Our Essential Services**

Dear Valued Customers,

***Following the announcement of the “Shelter in Place” order by Governor Brian Kemp***, we want to inform all our customers that we are classified as an Essential Business. Oconee Climate Control will remain open to assist the residents in our communities that need our Essential Services. We remain committed to ensuring the safety of our customers as well as our employees. We are closely monitoring the COVID-19 virus and are taking actions to help flatten the curve.

We continue to implement preventive measures recommended by the Centers for Disease Control and Prevention (CDC) as well as our own health and hygiene protocols. Here are the additional steps we are taking as we service your HVAC needs:

Our technicians will use a new pair of latex gloves and/or sanitize their hands with each new resident they visit.

Greetings by handshake in and outside the office are to be avoided.

Our staff will routinely wash and sanitize their hands throughout the day.

Only asymptomatic team members are permitted to work.

Our customer service representatives are pre-screening calls to ensure the homes we are working in have not been infected or have the potential to infect our team members.

If you or any of your family members in the home are sick, we would ask you to inform us so we can reschedule for another time.

Our in-home technicians and sales staff reserve the right to remove themselves from any unsafe situation; this now includes contact with someone who has flu-like symptoms.

This is an evolving situation, and we will continue to take necessary action to keep you and our team members safe during this time.

Thank you for being a valued customer of Oconee Climate Control.

Sincerely,

Amey Montgomery  
Operating Manager