



## OUR GOAL AS ALWAYS IS SAFETY:

If you need a service or sales call to your home, rest assured that we have the following protocol in place for our equipment technicians and drivers:

1. **CUSTOMER CARE:** Service calls and fuel delivery are available as normal.
2. **SANITIZING:** We have provided all our service and installation technicians with alcohol-based hand cleansers. They are trained to clean their hands frequently and after every job, and to wipe down their steering wheels, door handles, and tool boxes. Technicians also clean their cell phones and tablets with alcohol before entering your home.
3. **SAFETY MEASURES:** All of our employees have been instructed to notify us if they're sick or have been exposed to someone who is sick, and to take all precautions if that is the case. We ask you to do your part by notifying us if anyone in your household is sick before you make an appointment for service.

Wishing you health and safety,  
HOP Energy