

To Our Valued Clients,

Our thoughts are with those who have been affected by COVID-19. We are closely monitoring updates and recommendations from the CDC and our local health officials. We know you rely on us when emergencies happen, and as always, we will be there for you. We have taken increased steps to ensure we can continue to serve you while protecting your health and the health of our staff.

ABSCO Heating & Home Service is an “essential business” and is permitted to, and will continue to, operate for the duration of Governor Sununu’s recent “Stay at Home” order, so we can continue to meet your home heating and plumbing needs. However, to minimize client/employee exposure, we may find it necessary to reschedule routine cleanings/tune-ups and non-emergency service calls during the COVID-19 outbreak. However, this is only temporary, and we appreciate your patience and understanding.

ABSCO Heating & Home Service is OPEN and fully operational. We have closed the office building to walk-in customers to limit the risk of exposure to both employees and customers. We have taken steps to increase the physical distance among employees. Despite limiting access to office, our team is prepared and ready to meet all of your Oil Delivery, Heating and Plumbing needs.

This event is unprecedented, and we must therefore temporarily adapt our business policies. If you are accustomed to visiting our office to make payments, we ask that you instead call our office and make the payment over the phone using a credit or debit card. Alternatively, you may (as always) mail in your payment by check.

#### **Oil Deliveries**

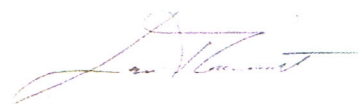
We continue to schedule and make oil deliveries as usual. However, our oil delivery driver has been instructed to maintain a social distance of at least 6 feet from our clients and other staff when possible, per CDC guidelines.

#### **Emergency Service**

Our technicians have been instructed to maintain a social distance of at least 6 feet from our clients and other staff when possible. An ABSCO Heating customer service representative will ask you prior to any service call to determine if there is anyone in your home experiencing flu-like symptoms and may inquire about alternative entryways to the basement. If anyone in your home is experiencing flu-like symptoms or is in self-quarantine, please reschedule your service appointment.

Our family is here to make sure we keep your family safe and comfortable. Thank you for your loyalty and for choosing ABSCO Heating & Home Service for all of your Heating, Air Conditioning and Plumbing needs.

Warmest Regards,



Levi Theriault (Owner)