



March 18, 2020,

Dear Suppliers, Contractors, Residential and Commercial Customers,

It is with heavy hearts and in response to the ongoing concern with Covid-19 outbreaks, Neels Heating & Supplies Ltd has decided to make some temporary adjustment to our service.

Although, we have taken internal precautions with our in-house company procedures from remaining home when sick to increased cleaning and hand washing. It is apparent that we must increase the security of our employees and customers by implementing the following restrictions.

- We will continue to attend work sites, until such time it is warranted we stop,
This will include the following:
 - Active site has been shut down by contractor
 - Workers have been quarantined due to Covid-19
 - Worker, subcontractors or contractors on site are known to be sick or have traveled out of country and not adhered to the 14day Quarantines
 - Supplies have been restricted due to delivery or manufacturing quarantines.
- Service Department will close as of 5pm, March 18th, 2020 until further notice.
 - Emergency calls will be vetted by management and dispatched as required.
- Reception office / Admin will be shutting its doors to the general public as of 5pm, March 18th, 2020.
 - All customers are wishing to make payments or speak with staff are asked to do so by phone or email. 604.792.195 | info@neelsheating.com
 - Deliveries must be prearranged to within a one (1) hour window to ensure proper measures can be met and staff are in place to receive the order.

Thank you for your patients and please stay safe,

Neels Heating Management