

To Our **Valued Customers**

Please know that the team @ Noonan Energy has been constantly evaluating our situation as it pertains to COVID-19. As we pride ourselves as a family business, we take the health and safety of our employees, their families, as well as our customers very seriously. To that end, we have decided to institute changes to our operating procedures, effective immediately, to ensure we are doing our part to slow the spread of this virus.

1. FUEL DELIVERY - The federal government has designated oil companies as an essential service due to the critical importance of keeping our heating systems running this time of year. Therefore, rest assured that our fuel delivery operations will continue normally. You may continue to order fuel online or call the office directly.

2. SERVICE & INSTALLATION - Noonan as a whole will be practicing social distancing both in the office and as much as possible when we visit customer houses for service calls. To this end, whenever possible, we ask our customers to leave a door or hatch open for the technician to access your home but avoid personal contact. Our technicians can then follow up with you via phone to let you know what work was completed.

In addition, there is a checklist customers can run through on their own if they are without heat before requesting a service call. We have posted this on social media, and we are happy to run through this checklist with you when you call the office.

3. OFFICE - We have decided for the safety of our employees and our customers that our offices will **NOT** be open to the public for the foreseeable future. Our staff will continue to be in the office from 8:00 AM-5:00 PM Monday through Friday and available over the phone to take credit card payments and process mailed payments. Alternately, we have drop boxes/mail slots outside our offices for you to leave payments. The drop boxes will be checked periodically throughout the day. In addition, should you have an emergency after hours, our answering service will continue to operate normally.

We thank you for your understanding as we take the appropriate actions to ensure that we continue to be available to our customers while keeping everyone safe.

