

At GAP Plumbing Inc, we recognize the important role our company plays in providing essential services to our customers and communities. During these times access to clean water and fully functioning waste systems are essential.

The health and well-being of our valued customers and team members are always our priority, and as we navigate the rapidly evolving **Coronavirus (COVID-19)** situation together, I want to share with you the extra precautions we're taking here to serve you.

**Supporting Public Health Authorities:**

We are closely monitoring **Coronavirus (COVID-19)** and following the current guidance from the leading government and health authorities to ensure we are taking the right actions to protect our customers, employees, and the communities where we operate.

**Supporting Our Team Members:**

We continue to share information with staff on the best ways to keep themselves and their families safe and healthy. To help prevent the spread of the virus, we are encouraging anyone who feels ill (or if anyone in their household feels ill) to stay at home and recover.

**Keeping Our Offices and Trucks Clean and Safe:**

We have always made an effort in keeping our vans clean, but we are making a greater emphasis on keeping the interiors and placing an emphasis on keeping our tools more sanitized these days, paying special attention to our phones, and tools used from home to home.

**Stocking and Delivery Products:**

Our team is working closely with our suppliers to ensure that the products we need to keep your water distribution and sewage system in good working order are in stock and ready to install. Ensuring you have clean, hot water and your drainage system is in good working order is more important than ever during this time.

**Addressing in-home Customer Service:**

We continue to run all in home services as usual and are screening our customers to ensure no one in the home is currently ill prior to dispatching.

Should you have concerns about your plumbing or gas service, we are here to support and offer flexibility to reschedule at your convenience. We encourage you to contact us at [\(832\) 432-1387](tel:8324321387) if you have any questions or want to reschedule any services.

**Best Regards,**

**Glen & Teri Powdrill  
Co-Owners of GAP Plumbing Inc.,**

For additional information about **COVID-19**, visit the Center for Disease Control and Prevention at [www.cdc.gov](http://www.cdc.gov)

## The Coronavirus and How We are Going to Protect Each Other

1. We will not be offended:
    - a. If you do not shake our hands.
  2. We will not be offended:
    - a. If you wear a mask in our presence.
  3. *We will not be offended:*
    - a. *If you ask us to wear a mask in your presence.*
  4. *We will not be offended:*
    - a. *If you ask us to wear gloves no matter what we are working on.*
  5. *We will not be offended:*
    - a. *If you use your own pen to sign.*
  6. *We will not be offended:*
    - a. *If you want us to email you a receipt instead of the yellow paper receipt, we normally give you.*
  7. *We will not be offended:*
    - a. *If you read us your credit card number – or call the office with the credit card number.*
  8. *We will not be offended:*
    - a. *If you ask us to wash our hands before, during, or after working.*
  9. *We will not be offended:*
    - a. ***Of anything you ask of us.***
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1. *We ask you to not be offended:*
    - a. *If we do not shake your hand.*
  2. *We ask you to not be offended:*
    - a. *If we wear our mask in your presence.*
  3. *We ask you to not be offended:*
    - a. *If we ask you to find your own pen to use.*
  4. *We ask you to not be offended:*
    - a. *If we ask to email you a receipt.*

5. *We ask you to not be offended:*
  - a. *If you would read us the credit card number.*
6. *We ask you to not be offended:*
  - a. *If we ask to wash our hands.*
7. *We ask you to not be offended:*
  - a. *We ask you to pass us a paper towel and allow us to throw it away.*
8. *We ask you to not be offended:*
  - a. *If we ask you to read us your credit card number*

**We do ask** that if you have been exposed and even if you are only voluntarily quarantining that you let us know when making your appointment or before we arrive for your appointment. Exposed and / or quarantined does not mean we will refrain from servicing you – each case will be logically discussed with you with an agreed plan of action to help protect both customer and plumber.

***Our promise to you – We will never send someone with a fever into your home.***