As part of our commitment to the safety and well-being of our members and employees, I need to ask you three short questions before scheduling a service call:

1. Has anyone in your home been exposed to someone who has tested positive for or been suspected of having COVID-19?
2. Has anyone in your home recently exhibited symptoms such as fever, coughing, sneezing or shortness of breath?
3. Has anyone in your home traveled in recent weeks to:
   a. countries with known COVID-19 outbreaks?
   b. regions of the U.S. where outbreaks are occurring?
   c. major U.S. cities with national and international airports?

If the answer is yes regarding rescheduling the service call: Thank you. Please contact us again in two weeks to update us on your situation. Thank you for helping us keep our community safe!

If the answer to any of these is yes: Can this service call be rescheduled?

Schedule the appointment

If the answer is no: Thank you for this information. I understand. To help us protect our employees and the community at large, we ask that you take the following precautions before our technician arrives:

1. Use a disinfecting agent to wipe down door handles, equipment and any surfaces our technicians may come in contact with during the service call.
2. Maintain a distance of at least 6 feet between yourself and our technicians at all times.
3. Ask anyone present in the home to relocate to a separate room from where our technicians will be working.
4. Be prepared to cover your mouth and nose in the event of a cough or sneeze.

Also, we will do our part to keep you safe by instructing our technician to:

1. We will use sanitized gloves and booties prior to entering your home, and while working on your equipment or service.
2. Cover his or her mouth and nose in the event of a cough or sneeze.
3. Avoid touching as many surfaces as possible.
4. End the service call at any time during the visit if, according to their judgment, their health or your health is at risk.