

Dear North Branch Water & Light Customers,

At Ferguson, keeping you safe, healthy, and comfortable is always our top priority. As the COVID-19 situation continues, please know we're doing our part to keep providing great service without putting you or your family at risk.

We continue to follow CDC guidance and work closely with local health authorities as needed. Ferguson has implemented the following safety measures as it relates to interacting with our customers during water meter installations.

- Install associates will not enter a home or business where it's obvious there is a sick individual present.
- Protective face masks and hand sanitizer will be provided to our team.
- Ferguson associates will maintain the six-foot minimum for social distancing. Please be sure to allow our associates six feet of space to perform the required installation
- Ferguson associates will not use shared phones, desks, offices, or other tools and equipment when possible. The installer will not shake hands and will disinfect tools and equipment they are required to touch. Our associates are taking extensive safety precautionary measures to keep our customers and themselves safe.
- You will not need to sign for the install work. We have implemented a new proof-of-installation process that does not require a signature.

If there are any additional safety protocols in place that you require of our install team, please call in and alert your scheduling agent so they may inform the Ferguson installer prior to installation.

Please contact **Ferguson Waterworks** to schedule an appointment.



1-844-593-1254



www.fergusonscheduling.com

Evening and weekend appointments are available upon request.
Appointments must be scheduled within two weeks of receiving this letter.

We appreciate your patience and cooperation as we work through this challenging time together.

Best Regards,

