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|  APPC PLUMBING SERVICES |  |
| **3247 PEARL RD., MEDINA, OHIO 44256 - 330-722-7754 OFFICE, 330-721-0062 FAX** |

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| We know there is growing concern as the outbreak and impact of the coronavirus (COVID-19) continues to evolve. Ensuring the health, safety and well-being of the communities we serve across Northeast Ohio has always been a top priority, and is especially critical at this time.As always, APPC Plumbing Services is here for you to address any questions or concerns related to your plumbing needs -- in your neighborhood store, over the phone and in home (as safety allows). Scheduling a water heater install is as convenient as giving us a phone call, and we are doing our best to provide everyone with install service within 24 hours. At this time, we are trying to limit the number of on-site inspections to only those that are absolutely necessary, and in most cases, we are able to aide you in choosing the correct product for your home over the phone and/or via photos. Our team is working diligently to take precautions and steps to ensure a clean and safe environment, both in our main office and with our technicians in the field. We're making every effort to make the products you need available, and we're continuing to work closely with our supplier partners to meet customers' needs. All of our technicians have been supplied with gloves, antimicrobial hand sanitizer and other PPE to ensure they are protecting themselves and our customers against the spread of the Covid-19 virus, while at the same time making sure we can provide the customer with the necessity of hot water in a safe and timely fashion. As part of our initial screening, We ask that if anyone is sick in a customer’s home, or is exhibiting any symptoms, that the customer please let us know so that their job can be rescheduled, so as not to put our installers, their families, and our office staff at risk of cross contamination. As added measures of precaution, not only do we make sure our technicians on the road have the proper supplies to be able to sanitize their hands and materials, but we also take extra measures in our Medina office; wiping down all surfaces with a chlorine dioxide antimicrobial spray on a regular basis, keeping contact between our office staff and the technicians at a minimum, and fumigating our office with chlorine dioxide regularly. Our team members are people you know and trust who live right in your communities. Our employees' health and safety are also of the utmost concern. Our team members up-to-date with the latest information from public health officials and the CDC. We are also encouraging team members to stay at home if they are sick or showing signs or symptoms of possible illness and asking them to limit travel.We would like to personally thank our customers, employees, and business partners for their trust and faith in us during these unprecedented times. This support has assured our continued operation and the ability to serve our community.Sincerely, Eric & Keith Schroeter,Owners, APPC Plumbing Services |

4/1/20