



56 Henry Street  
Brantford, Ontario  
N3S 7J4

Tel: 519-752-6777  
Toll Free: 1-888-553-5550  
Fax: 519-752-7293

[www.renwayenergy.com](http://www.renwayenergy.com)

March 19, 2020

Renway Energy management is closely monitoring the COVID-19 outbreak and we are working diligently to ensure that the health and safety of our customers and staff is of utmost importance. It is imperative to Renway that we take extra steps to help eliminate exposure to our valued customers, their families, and to our employees and their families.

Effective Wednesday March 18, 2020, Renway made the difficult decision to suspend service calls of any kind until the COVID-19 outbreak has been resolved. However, we will be taking "Emergency Calls" only; each call of this nature will be assessed on a case by case basis.

Renway has taken steps to minimize the risk to our employees and impact to our business. This plan includes requiring that employees not come to work when sick, displaying posters with preventative tips, enhancing facility cleaning protocols, limiting visitors, and facilitating a remote office for those employees that can work from home. This will help eliminate person to person contact, and therefore reduce the amount of people at our office, as we believe it is the socially responsible thing to do at this time.

Should you require any non-emergency service during this time, please feel free to contact the office at 519-752-6777 and we will be happy to keep you on a list of appointments to schedule once the outbreak has been resolved and we resume our normal operations.

Our transportation fleet is operational, with reduced contact time and interaction at delivery locations. We have also eliminated non-essential on site visitors at this time, unless it is absolutely critical to help our customers manage through this and run their business. We request that customers who plan to pick up their order at our warehouse, please call in advance to set up an appointment.

We want to thank all of our customers in advance for their kindness and understanding as we navigate these uncertain times.

If you have any questions or concerns, please do not hesitate to contact us directly.

Thank you

**Kelly Guitar**  
General Manager



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[kelly@renwayenergy.com](mailto:kelly@renwayenergy.com)

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