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January 14, 2021

To Our Valued Renway Customers:

Renway Energy's management team is closely monitoring the COVID-19 pandemic and are working diligently to ensure that the health and safety of our customers and staff is not compromised. We recognize the importance of taking steps to help eliminate exposure to our valued customers, their families, and our employees and their families.

Renway's COVID-19 policies and procedures are designed to minimize both the risk to our employees and impact on fulfilling customer needs. These steps include, but are not limited to, daily screening questionnaires for staff members, stay home requirement if experiencing COVID-19 symptoms, displaying posters with preventative tips, enhancing facility cleaning protocols, limiting visitors, and requiring face masks to be worn by customers and our staff at all times when indoors.

Effective Thursday January 14, 2021, the Ford government declared a State of Emergency and imposed a province-wide Stay-at-Home order for a minimum of 28 days. Because of this, Renway Energy made the difficult decision to suspend scheduled HVAC maintenance and installations until the Stay-at-Home order has been lifted. However, we will be taking "Emergency Calls" and responding to those which we deem are safe to do so. 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 State of Emergency/Stay-at Home order has been lifted and we resume normal operations.

Our transportation fleet is operational, with reduced contact time and interaction at delivery locations. During this State of Emergency, non-essential on site visits are suspended, exceptions may be made in cases where a Renway product is required to help mitigate customer business disruptions. We request that customers, who wish to pick their order up 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 through 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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