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3/23/2020

Memo: COVID-19 Preventative Practices

Date: 3/23/2020

To: All Customers

From: Pecos Propane, Inc.

The world health community continues to monitor closely the emergence of the coronavirus (COVID-19). On the basis of the recommendations by the Occupational Health and Safety Administration (OSHA), the Centers for Disease Control and Prevention (CDC), and other government agencies, Pecos Propane, Inc. is practicing preventative measures for a safe workplace. We are also proactively reviewing continuity of operation plans to address business operations. First and foremost, we want to maintain a safe workplace and encourage and/or adopt practices protecting the health of employees, customers, visitors and others.

We are classified as an essential service and will remain open during these times. Please follow these guidelines below:

- Our offices are open during regular business hours, but we ask customers to consider contacting us by telephone, email, or mail as a precautionary measure to help limit the potential for transmission of COVID-19. We are operating with walk up window service in our office.
- Please notify our office if you are sick or have been exposed to COVID-19 when placing an order with our office. Our technicians must ask if you are ill or not feeling well before entering a home.
- In an out of gas situation or a leak situation our technicians will be the only ones performing these duties. We ask that our customers stay at least 6 feet away from our technicians for your protection as well as ours. In order to protect our technicians, it will be at the sole discretion of the technician whether to enter a home to perform a leak test or light pilots.
- We have instructed our technicians to wash their hands and sanitize before and after entering our customers homes. We have also provided PPE (Personal Protective Equipment) for them to use.
- We are adhering to the advice to practice “social distancing” so while standard propane deliveries will continue as usual, we are limiting certain activities at our respective location to protect our customers, employees and the public.
- Our customers are being instructed to pay over the phone, come pay at the office, or leave the cash, check etc. at the tank.
- Drivers are instructed not to approach customer to collect payment and must vocalize to the customer to keep their distance at least 6 feet when approached.
- If payment is not left underneath the dome of the tank, the drivers will not return to deliver your propane until the payment has been received in the office.
- We're recommending our customers use online accounts to pay invoices, request deliveries, or submit questions.



Thank you for your cooperation, lets keep each other safe. Any failure to adhere to these updated policies will result in refusal of service.

