



March 20, 2020

To Our Valued Customers,

On behalf of everyone at Hinds Energy, we want to let you know that the well-being and safety of our customers and employees is always a top priority. As Coronavirus (COVID-19) continues to impact our daily lives, we sincerely hope that you, your families, friends and loved ones are staying safe and healthy during this time.

You may have questions about COVID-19's impact on your business with us. Please know that we are making every possible effort to minimize the spread of COVID-19 and that our commitment to our customers remains the same. Over a week ago, we immediately implemented plans and procedures that are designed to ensure business continuity across all our divisions while simultaneously protecting the health of our customers and employees. We are modifying these plans and procedures as updates and additional guidelines from the World Health Organization (WHO), the Centers for Disease Control and Prevention (CDC), federal and state governments become available.

**Below are actions that Hinds Energy has taken to ensure that we can serve our customers during this time:**

- We have greatly enhanced the cleaning and sanitization processes for our convenience stores, main office and company vehicles, with an extra focus on frequently touched surfaces.
- We are diligently staying up to date and implementing best practices to mitigate the spread of COVID-19 and regularly communicating this information with our employees. Our employees have been educated on the signs and symptoms of the virus, as well as preventative measures to take including:
  - Staying a safe distance (at least 6 feet) from customers and other employees. No handshakes.
  - Washing your hands frequently with soap and water for at least 20 seconds or utilizing hand sanitizer that contains at least 60% alcohol if soap and water is not available.
  - Avoiding touching your eyes, nose and mouth with unwashed hands.
  - Covering your mouth and nose when you cough/sneeze.
- Employees who are feeling ill or who may have been exposed to the COVID-19 virus have been advised to remain at home, notify their manager, and seek advice from their healthcare provider.
- We have also greatly reduced the number of in-person interactions between our employees. Many of our employees are already working remotely. Plans are in place to continue operations remotely should we have to close our office.

## What can Hinds Energy Customers do to prevent the spread of COVID-19?

- Review and follow these [CDC guidelines](#).
- If you have an upcoming service call and you or another member of your household is sick or has recently had a close encounter with someone who has contracted COVID-19, please let us know as soon as possible so that your service call can be rescheduled.
- Our techs will remain a safe distance away from customers during service calls, but customers can also contact us if they would like to take extra precautions such as having our techs use a different entrance to your home or if you would prefer to be out of the home during the service call.

**Our Hinds Mart convenience stores in Montrose, New Milford and Susquehanna are operating under normal business hours.**

**Our main office in Montrose also remains open and as always you can still give us a call during normal business hours at 570-278-3811 to be assisted by one of our customer service representatives.** However, if you were planning to make a trip to our main office in the near future, we would like our customers to know that we are primarily utilizing our drop box as a way to limit close encounters between our customers and our employees.

As an alternative to visiting our main office, many customer requests can also be safely completed online, including Quick Bill Pay at: [www.hindsenergy.com](http://www.hindsenergy.com)

### **Direct Links:**

[Request a Delivery](#) (for full-service customers or customers that normally order by phone)

[Request Service](#)

[Self-Service Fuels](#) (for customers who are **not** on automatic delivery, budget/prepay plans, or LIHEAP or HEAP)

We want our valued customers to know that we are all in this together and that it is a top priority for our company to continue to serve you in a safe way and with minimal impact to your normal experience with us.

As we deal with the unprecedented impact of this pandemic, we thank you for your patience and understanding as well as your continued loyalty and trust. It is our hope that Hinds Energy can give you one less thing to worry about during these difficult times.

Sincerely,

The Hinds Family