



Date: March 19, 2020

To: All Staff, Families and Customers

From: The Platz Family

Re: Delta Liquid Energy Social Distancing and Cleaning Protocol

Dear Staff, Families and Valued Customers,

As you already know, on March 13, 2020, President Trump declared a National State of Emergency due to the COVID-19 virus. At Delta Liquid Energy, our top priority is the health and safety of you and our community.

It is important to note that we are still making daily propane deliveries to regularly routed and will-call customers. We are still fully functioning in all our offices throughout California and Nevada. We are still corresponding with customers and assisting with all their propane needs. *No one within the Delta Liquid Energy organization has tested positive for COVID-19 at this time.*

We are undertaking proactive steps to deal with coronavirus and we will continue to monitor and adjust our business practices to protect your health and safety. **Here are some of the ways we are taking action:**

1. Starting immediately, all employees are to do their very best to **maintain a 6 foot distance** from each other and anyone they come into contact with. We are encouraging employees and customers to modify personal greetings to avoid physical contact. If necessary, use the elbow bump and then step away. Use facial and verbal greetings that show everyone the respect, warmth, and kindness they deserve while preserving everyone's health and safety.
2. Our employees will continue to practice safe hygiene by washing our hands regularly with liquid soap and water for a minimum of 20 seconds. If soap and water are not readily available, staff is instructed to clean their hands frequently with an ALCOHOL BASED sanitizer. **Touching your faces, eyes or noses with unwashed hands is restricted.**
3. Our janitorial staff has been instructed to increase the frequency of disinfection and cleaning.
4. We will make sure the air in the offices is refreshed periodically. If warm enough, we will open doors and/or windows. Office staff has been asked to get up from desks periodically, go outside and get some fresh air.

5. We are asking that all customers refrain from making payments in person at our offices. We are encouraging you to use our online bill pay portal: <https://paymybill.deltaliquidenergy.com/> or give us a call to process payment.
6. All delivery specialists are instructed to sanitize their trucks daily with CDC recommended cleaning supplies. They will continue to wear gloves when delivering to customer's tanks, as always.
7. We are also asking our customers to remember our delivery minimums and to not request small deliveries simply to "top off". Please rest assured there is PLENTY of propane supply and we will continue to deliver on a regular basis.

Symptoms of COVID-19 range from mild to severe and include fever, cough, and shortness of breath. Older adults and individuals with underlying medical conditions are particularly vulnerable to COVID-19. As in all of our markets, the San Luis Obispo County health department states that everyone should take simple steps to reduce the spread of respiratory illnesses including COVID-19:

- Remain calm (first and foremost)
- Please respect distancing guidelines between customers, fellow staff members and yourselves.
- Regularly wash your hands with liquid soap and water for at least 20 seconds, or using alcohol-based sanitizer if soap and water are not available
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when coughing or sneezing
- Avoid touching your eyes, nose, and mouth with unwashed hands
- Regularly clean surfaces touched by many people
- **Stay home if you are sick**
- **Avoid others who are sick**
- Avoid large gatherings of people, especially if you are over the age of 60 and have health conditions such as lung or heart disease, diabetes, and a compromised immune system.

Please visit [ReadySLO.org](https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/nCOV2019.aspx) and the State of California website <https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/nCOV2019.aspx> to obtain the latest public health updates and recommendations.

And above all, if you are feeling any symptoms, self-isolate, STAY HOME and call your doctor immediately. Your doctor will direct you as to what your next steps will be.

It is critical that we as a team at Delta Liquid Energy be as proactive as possible to avoid COVID-19. We know that you, our customers, are counting on us to continue to provide critical services, especially if you are quarantined at home. We will continue to do our best to avoid potential office closures and service disruptions by staying proactive, safety conscience and above all - **Healthy**.

Together we will grow stronger and get through this. Thank you for your continued support and trust in DLE.

-The Platz Family