



March 23, 2020

First and most importantly, we hope that this message finds you and your family healthy and well.

As the impact of the Coronavirus (COVID-19) is affecting our nation, our hearts go out to all those affected. During this time our number one priority is the safety of our employees and customers. There is nothing more important than the safety and well being of our entire IDL Team and community.

We are grateful and value your continued business with IDL Company. We feel fortunate that thanks to you, our loyal customers and our employees, we are able to keep our business running during these challenging times. Under the current County guidelines in effect, 03/24/2020 at 12:01am we are permitted to operate.

It is important for us to share with you our steps to protect our community and employees as we work through this unprecedented situation. IDL Company has implemented several safety measures to ensure the safety of our employees and customers during our visits. Following are some of the guidelines in place:

- Call ahead with expected service date/time
- Work on systems with outside taps
- Ring doorbell to acknowledge on site
- Social distance - 10ft per guidelines
- Sanitize items touched

Thank you in advance for your support. We are grateful for your loyalty and are confident that by sticking together and supporting each other, we'll come out stronger together.

Stay safe and be well.

Regards,

Nathan Cook
President
IDL Company