



To Our Valued Customers,

In response to the COVID-19 outbreak, we want to provide you with an update on how Reliable Power Systems and Electrical Services is addressing the challenges of the [Coronavirus \(COVID-19\)](#).

We can assure you that we are as concerned as the rest of our community. This is an unprecedented event in which we have responded to quickly, but without panic as the situation evolves. The welfare of our clients and team members is of great importance to us, which is why we are committed to taking every precaution possible to ensure our facilities are a safe place to work as we continue operating under regular business hours.

While we keep a close watch on all developments of the Coronavirus (COVID-19), we are committed to following the guidance of the Center for Disease Control (CDC), the [World Health Organization \(WHO\)](#) and our local government leaders to make any and all preparations to assure everyone's safety.

We are also monitoring the health of our staff members, and are providing education and guidance. At this point, we have no working technicians or office staff showing any signs of a cold or virus, and all feel healthy and are practicing social distancing during and after work hours. Reliable has had no employees infected with Coronavirus to date.

We have instituted and updated the following Enhanced Customer and Technician Safety Protocol that will be followed by all Reliable Technicians that enter you home:

- We have established a "Hands-off" policy, so don't be offended if the technician doesn't offer or accept a friendly shake of your hand. We are doing this to keep everyone healthy.
- As always, the technicians will use one-time disposable shoe covers in each home.
- As always, we will protect the areas we work in with a clean drop cloth.
- We will keep a safe distance of at least 6' or more from our customers.
- We will now wear disposable gloves at each call.
- We will limit touching any interior surfaces not involved in the scope of work.
- The technician will wear face coverings.
- The techs will wash their trucks weekly, and disinfect the hard surfaces of their trucks and equipment daily. (i.e., vehicle steering wheels and door handles, computer tablets and mobile phones)
- 20-second hand washing at every possible option and applying hand sanitizer when possible.

In addition, at our headquarters, we have put enhanced cleaning measures in place to keep everything as clean and sanitary as possible, meaning more frequent cleaning of heavily-trafficked areas and hard surfaces, including service trucks and equipment, building entrances, restrooms, door handles, and any

other frequently touched surfaces. The entire office staff is washing their hands regularly each day and cleaning their workstations twice a day to prevent the spread of germs.

The Reliable Team will be diligent in its cleaning and precautionary efforts. We will monitor this evolving situation, and our employee's health daily as we follow the guidance of health experts in response to it.

Our call center is asking customers if they are sick, or have any ill family members at the home, or if anyone has been exposed to a person with Coronavirus or has flown in from another state in the past few weeks. If so, we will decline our in-home services to protect our technicians and our other customers from the spread of any viruses.

Storm Season is only a few weeks away, and our generator sales consultants are still seeing customers daily and can do the majority, if not all, of the site visit and consultation from outside the home and can email or leave the proposal in your mailbox. We are still engineering generator projects and submitting to the building departments for approvals in a timely fashion, so don't wait. Be Prepared for the 2020 Hurricane Season here in S. Florida. There is no better time to make your home an island.

As of now, we are serving our community during regular business hours with all services available. Our availability can change at any time, depending on the guidance of our elected officials.

We are staying in close contact with the building departments to see if they expect any closings, reduced staffing, or modified schedules for permit approvals and/or inspections.

We will keep in touch with you about any changes to our, or the building department's circumstances.

Here are a couple of web links to the CDC and Florida Health websites to stay informed about the COVID-19 Coronavirus.

They also offer helpful tips and strategies on how to stay healthy and help prevent the spread of the virus

<https://www.cdc.gov/coronavirus/2019-ncov/prepare/prevention.html>

<http://www.floridahealth.gov/diseases-and-conditions/COVID-19/covid19-toolkit.html>

We appreciate your continued trust and support and wish you, your families, and friends a safe and healthy passage through these challenging and unique times.

Remember:

Wash your hands often, don't touch your face, don't shake hands with others, practice social distancing, stay out of large crowds, stay home as much as possible, and stay healthy!

In Good Health,

Robert Biscardi

President | CEO

Reliable Power Systems and Electrical Services