

# Energy Partner smart thermostat installations during COVID-19

To help keep our community safe from the coronavirus, in March we suspended thermostat installations. That momentary pause allowed us time to monitor the situation and develop action plans for how we could safely install your thermostats, while still complying with our state's orders and doing our part to slow the spread of the virus.

As we begin to look at our new normal, we understand that for some businesses, especially those that have halted operations, conditions may be safer to install now rather than after business reopens. For this reason, we're resuming installations while incorporating current best practices for physical distancing, and new health and safety requirements at sites where exposure risks are low.

In the coming weeks we will reach out to you to establish:

- Occupancy characteristics, such as how many employees are working on-site or if your business has been closed to the public
- Whether the thermostat installation requires access to high-traffic areas
- Sanitation routines, or other safety practices implemented at the business to limit exposure risks
- Known exposure risks, such as employees that have recently reported illnesses

Our team will weigh this information to make an informed decision about whether an installation can safely be performed at your business. While our hope is to accommodate as many installation requests as possible, it is crucial that we evaluate each opportunity thoroughly to prioritize the health of our community. If we are not able to complete your installation at this time, know that we'll be in touch as soon as conditions improve.

This is a challenging time for all of us, and we deeply appreciate your willingness to partner with us in creating healthy and safe work environments. If you have any questions, call **855-218-8816** or email our Energy Partner specialists at **[energypartnerthermostat@pgn.com](mailto:energypartnerthermostat@pgn.com)**.



# Health and safety practices

As we all navigate the impacts of COVID-19, we can work together to protect our community and each other. Here are some of the steps we've taken, beyond Centers for Disease Control and World Health Organization guidelines, to keep you and our team members safe during your thermostat installation:

- 1. All technicians wear health-safety gear (personal protection equipment, PPE) including face coverings and gloves while on your premises.**
- 2. Flexible contact procedures:**
  - a. All assessments and recommendations for new smart thermostat installations and contract forms can be communicated by phone, smart phone (video conferencing, text pictures of documents, etc.) and email.
  - b. Signatures can be processed electronically via DocuSign – no direct contact required.
  - c. After asking a few questions about your business, we can work together to create a safe plan for installing your thermostat(s), whether through physical distancing or installing while your business is closed.
- 3. COVID-19 professional care:**
  - a. Appointments are scheduled to allow extra time between appointments for staff to completely disinfect all tools, equipment, peripherals materials, and change PPE.
  - b. As we've always done, no equipment, material, supplies, packaging, etc., used during the installation or maintenance processes are left on-site. Everything we bring to your business that isn't a part of your purchased, permanent system, and any old equipment and materials replaced, are hauled away completely when the project is done. Leftover materials are removed after installation or each day during multi-day installations.
  - c. Our technicians leave the areas of your business in which they've worked cleaner than they found them.
  - d. Our technicians are limited to essential, work-related travel only. They will not leave your business, travel to exposed public areas, then return to your property.
  - e. Our technicians are required to stay home and seek medical attention if they are experiencing symptoms related to COVID-19 or have been exposed to COVID-19.
  - f. If you or one of your employees on-site have been exposed to someone with COVID-19, we ask that you call us to reschedule your installation for a future date.

