



March 23, 2020

As we continue to monitor and respond to the rapidly changing situation regarding COVID-19, Baker Petroleum has made several decisions regarding interactions with our customers. We understand that providing fuel to customers, businesses, and emergency services is critical during this time and we are committed to continuing to meet your needs. These decisions were not made lightly, but rather as an effort to keep our valued employees, customers, and vendors safe at this time.

- Effective immediately our offices will be closed to anyone that is not an employee of the company. If you feel you need to visit our office, please call ahead and talk to our staff. We can then make other arrangements to meet your needs.
- As fuel deliveries to customer's homes and businesses present low risk factors, deliveries will continue as normal. Drivers have been instructed not to take any payments directly from customers and we would ask that all customers maintain a distance of at least six feet from any of our drivers.
- We may need to delay non-emergency service calls. If our service technicians must enter your home or business, you will be asked screening questions to determine if anyone in the home is sick. We ask that all customers maintain a distance of at least six feet from any of our service technicians.
- All meetings that were planned to be conducted in the office are to be rescheduled or done via electronic communication.
- Customers wishing to have a propane tank filled at the office will need to call the office to arrange for payment and entry to the rear of the property. All payments will be preferably handled by phone. All customers will maintain a distance of six feet from our staff filling the tanks.

We appreciate everyone's cooperation and understanding at this time. As it is with all of us, this is truly uncharted territory. Please know that we will continue to support you and provide excellent customer service with the overall health and safety of our community in mind. Don't hesitate to contact us with any questions or concerns that you may have.

Baker Petroleum