

For our Energy Customers New Contact Procedures



- **For product pickup at a location**
 - Call ahead to 1-800-265-5190 ext. 331 so that we can pick your load and have it ready for when you arrive or we may ask to deliver
 - Please self screen – if you are sick or are under self-isolation **DO NOT** visit our location until you are clear to do so
 - Please follow the signage posted
 - We will be limiting access to various areas; a change in the way we do business but a necessary one
 - Please practice the appropriate social distancing when on site by keeping 2 metres between you and anyone else

- **For fuel and propane deliveries**
 - Contact us as usual
 - We continue to monitor the health of our valued workforce and will use Covid-19 screening and practice social distancing for all deliveries; please give our drivers the appropriate 6 feet of distance

- **Face-to-face meetings**
 - At this time, we have asked our team to not to have face-to-face meetings
 - We can service your needs over the phone or we can set up a virtual face-to-face meeting using technology such as Zoom

- **Hours of Service**
 - Hours of service will continue to be monitored
 - We continue to monitor on a daily basis the needs and requirements
 - We will do our best through these times to service your needs. Our capabilities will be determined by the health of our valued employees

- **Communications**
 - Visit our website for the most up-to-date information:
<https://hensallco-op.ca/COVID-19.htm>
 - We continue to update Twitter: [@HDCEnergy](https://twitter.com/HDCEnergy)