

NEPTUNE COVID-19 SAFETY MEASURES

At Neptune, the safety and well-being of both the property owner/occupant and our technicians are always our top priority. Rest assured that we are continuing to monitor the COVID-19 situation and are maintaining precautionary safety measures developed in the summer of 2020 which have proven and remain successful. Neptune has completed over 100,000 installations across Canada since the beginning of the pandemic without incident. As part of the essential service of providing safe and clean drinking water to our utilities' customers, we are committed to continuing best practices to prevent the spread of disease while ensuring a high level of customer service safely.

To help with prevention, we continue to follow industry leading best practices to protect both the property owner/occupant and our technicians:

- Neptune technicians will check their temperature at the start of each day before they are approved to begin work. Any technician that shows any signs of illness/symptoms will be asked to stay home and self-isolate.
- Neptune technicians will maintain a minimum of 6-foot separation from residents when entering and exiting the home.
- Neptune technicians will ask owner/occupants to open all doors and/or panels en route to the water meter wherever possible.
- Neptune technicians will ask owner/occupants to remove any objects surrounding the water meter.
- Neptune technicians will wash their hands before and after each job. This will be done with a soap and water solution or using an alcohol-based sanitizer that is greater than 60% alcohol.
- Neptune technicians will wear a mask and gloves. Appropriate protocols will be used to properly don and doff the mask.
- Neptune technicians will sanitize personal protective equipment and tools after each appointment.
- Neptune technicians will leave our emergency number at the meter should you have any questions or concerns after the installation.
- We ask that anyone with any signs or symptoms of illness notify Neptune prior to the technician's arrival and reschedule the appointment for a later date.

We thank you for your patience and appreciate your understanding during this challenging situation. Failure to contact Neptune will result in your account being turned over to the Utility for further action. Should any of the above protocols not satisfy your needs, please feel free to call 1-800-667-4387.

Thank you,



Dave Oner, Director of Services