

March 19, 2020

Dear Valued Customer,

In response to the ongoing situation with the Covid-19 virus, Dominion Electric Supply has and will be taking steps to maintain services to our customers while vigilantly preserving the health and safety of our employees, vendors and customers.

We have made changes to our operations, and as this situation is changing daily, we expect that further changes may occur. The current status is as follows:

1) *Warehouse and delivery operations are operating on a normal schedule.*

2) *Effective Saturday March 21st (with reevaluation at least the week of April 6th):*

- Our Counter and Will-Call hours will be reduced to 6am-3pm, Monday through Friday. We will offer curbside pickup and will implement six-foot customer separation from the counter.
- We will be temporarily closed on Saturdays.
- While we continue to work with our residential lighting clients via phone, email, and the web, our three showrooms will be temporarily closed to the public. As always, orders can be placed via web or phone and will be available for pickup during the will-call hours listed above, or delivery during our standard operating hours.
- Our office staff inclusive of our Showroom, Materials, Gear, and Lighting Sales, with a few exceptions, will be working from home and can be reached either by calling their office number (which is forwarded to their home or cell phone) or via email.

3) *Current and ongoing measures include:*

- We are following the CDC safety guidelines including limiting personal contact, sick employees must stay home, and increasing the frequency and types of cleaning functions.
- Instructing all sales staff to call customers prior to any in person visits.
- Suspension of all business travel.
- Cancellation or placing on hold all in-person customer events, vendor events, or training.
- Requesting that all vendors refrain from visiting Dominion locations.

The Dominion leadership will continue to monitor and evaluate the situation and will advise you of any changes. Thank you for your support and patience during this challenging and unprecedented event.

Stephen Krooth, CEO