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As the development of the coronavirus (Covid-19) pandemic unfolds, we have been thinking about our customers, employees and greater communities continuously. We care about everyone's well-being and comfort at home or work. We want to reassure you that Reliable A/C & Heating is available to be of service to you, should you need us. While we deal with difficult situations every day in the HVAC business, this is new territory for us. More than ever, we are committed to being a part of the solution and not enlarging the problem. Our primary goal is to keep our team, customers, suppliers and families safe during this unprecedented time.

Hence, we are observing CDC best practices and doing the following to keep everyone safe and healthy.

- Frequent handwashing and use of hand sanitizer, antibacterial wipes.
- Using Gloves and face masks (which is standard business practice in our field).
- No handshaking.
- Routine cleaning and disinfection of frequently touched surfaces.
- Employing social distancing whenever possible.
- Rearranging work space to provide safer environment.

When our technicians visit your home or office, rest assured that we will adhere to any local regulations or office protocols you have in place. In addition to the shoe covers that we normally wear, we are outfitting our service technicians with all they need for further precaution. We have asked that any employee displaying symptoms of Covid-19 self-quarantine and we ask our customers to delay service if anyone at their home or business is ill.

We are diligently monitoring the CDC and State Departments of Health Human Services for guidance and updates. We will keep you informed of any new information or changes as it becomes available.

While the environment around us is uncertain we take comfort in the fact that we have an incredible team and a compassionate and loyal community of customers. We stand ready to serve and hope that we can be a source of support, inspiration and solutions for you. Thank you for being a part of Reliable AC and Heating family.

We look forward to reflecting back on this time as a memory and be in a brand new healthier reality.