

March 16th, 2020

IMPORTANT NOTICE TO ALL OUR CUSTOMERS

P38 Energy closely follows the evolution of the virus COVID-19, all staff take the situation very seriously and make sure to take all necessary measures to continue to offer you excellent service while prioritizing health and safety for all.

To minimize the risk of the virus spreading, here are measures we are putting in place today:

- We will provide disinfectant products and our staff will ensure that the items touched be cleaned regularly;
- We ask you to avoid traveling to our branches and to carry online transactions such as your payments and/or order for propane. If you need assistance, do not hesitate to contact us by email or by phone;
- Our delivery drivers will reduce contact with our customers and a copy of your invoice will be left under the tank cover or sent by email;
- Our service and installation staff will only respond to essential service calls, all other non-essential services and/or installations will be postponed to future dates;
- Our sales staff will be available to respond to all your requests by email or by phone, only the request for a planned visit with the customer will be possible, any other visit or solicitation of customers is postponed to later dates and;
- No internal or external training will be available until further notice.

We strongly encourage everyone to stay informed about the current situation and to use recommended prevention measures. Attached is some information from the **Public Health Agency of Canada**.

Thank you for your understanding and cooperation.

MAIN OFFICE

683 Larocque Road
Valleyfield, Québec J6T 4E1

OFFICE | 450.373.4333
TOLL FREE | 1.800.561.9127
FAX | 450.373.3333

CORNWALL SERVICE CENTRE

5720 Power Dam
Long Sault, Ontario K0C 1P0

OFFICE | 613.938.9622
TOLL FREE | 1.877.938.9622
FAX | 613.933.9624

ARNPRIOR SERVICE CENTRE

4674 Highway 17
Arnprior, Ontario K7S 3G7

OFFICE | 613.623.2225
TOLL FREE | 1.877.623.2220
FAX | 613.623.5552

GANANOQUE SERVICE CENTRE

380-B Herbert
Gananoque, Ontario K7G 1R1

OFFICE | 613.382.5157
TOLL FREE | 844.974.0443
FAX | 613.382.8485