



March 16, 2020

To our Valued Customers:

The health, safety, and well-being of our customers, our staff and their families is our top priority during the evolving COVID-19 pandemic. Therefore, we are following the directives of the federal and provincial health authorities at this time and plan to continue to do so moving forward.

We want to assure you that we remain open for business and we will be there to meet your needs.

To limit the potential impact of COVID-19 we have postponed all customer events and limited travel amongst our team through increased use of virtual meetings. We have also asked our staff to practice good hygiene, monitor their health and stay home if they or someone in their household is sick.

As well, per the health authorities' recommendations we have instituted travel return policies for our team to ensure that all returning travelers are self-isolated or quarantined for the recommended 14-day period before returning to work.

We are also asking our customers who have been in contact with someone that has tested positive for COVID-19 and have not yet been cleared, or who have re-entered Canada since March 12 and have not completed their 14 day self-isolation period, to utilize the following methods of obtaining service rather than entering our stores in-person.

Propane and Parts can be ordered by calling 780-451-4454 or 1-800-688-8258.

We are also working closely with our suppliers to ensure that we have access to propane and parts to meet our customers needs. To date, we are not aware of any supply chain issues, but we are closely monitoring this.

We have also reviewed and enhanced our cleaning protocols in each of our branches in order to ensure a safe environment for our staff and customers. We continue to monitor health authorities' recommendations and ensure that we are following them.

We are all in this together and we all have a role in ensuring that our communities get through this trying time as quickly and painlessly as possible. In quickly evolving situations like this, communication is vital, and we commit to keeping our customers updated as this situation develops. Watch our websites and social media sites for up to date information.

We value your business and the safety of our staff and our customers and are committed to staying on top of this situation and doing what is right. Thanks for your continued support.

Sincerely,

Darren Smith  
CEO