



Vanguard Utility Service, Inc.  
1421 W. 9<sup>th</sup> Street  
Owensboro, KY 42301  
[www.vusinc.com](http://www.vusinc.com)

Valued Customers:

As the coronavirus (COVID-19) continues to disrupt daily life, Vanguard Utility Service, Inc. wants to assure homeowners and business customers that we are taking steps to help our employees and customers stay safe and healthy.

We are carefully monitoring the COVID-19 situation and strictly following government health and safety guidelines to minimize the spread of the virus and protect our customers and employees in every community we serve.



### **Our Service Technicians are Essential Service Providers**

Vanguard Utility Service, Inc. falls within the definition of an Essential Infrastructure/Essential Business and Operations, and the work we perform to provide essential products/services falls within the definition of Essential Activities. The service technicians who visit your home or business will adhere to our high standards of cleanliness, safety, and hygiene before, during, and after every service visit.

To ensure maximum effectiveness, we have instructed our service technicians to uphold and enhance our already strict cleaning and disinfecting measures to ensure the safest possible work environment. Additionally, we are following CDC (Centers for Disease Control) guidelines designed to stop the spread of the virus, including:

- Before the start of the workday, take your temperature. If you are experiencing any type of fever, chills, cough, sore throat, shortness of breath and/or body aches, or have been in personal contact with anyone who has experienced those symptoms in the past 14 days, please stay home, and contact your immediate supervisor
- Keep a daily log of your temperature
- All technicians will have an adequate supply of gloves, masks, sanitizer, and other provided PPE and safety materials for the day
- Wearing personal protective equipment
- Eliminating physical contact, including handshakes will only use non-contact methods of greeting
- Avoid touching surfaces with your hands to the extent possible
- Always maintain effective social distancing of 6 ft
- Washing hands thoroughly with soap and water for at least 20 seconds at every opportunity
- Using hand sanitizer



- Using disinfectant products to ensure touchpoints are clean in workspaces, vehicles, and on equipment
  
- Sanitizing shared-use devices such as tablets and clipboards; customers should consider using their own pens to sign paperwork



### **Customer Service**

Our customer service department is fully staffed to assist you with scheduling service calls, answering questions and meeting all your needs. We have implemented the following additional precautions to ensure a safe experience and excellent service.

- Our customer service representatives and service technicians will ask if anyone in the structure is symptomatic of illness.
  
- We will honor special requests from customers seeking to maintain a safe distance from our service technicians.
  
- Vanguard Utility Service, Inc. personnel are always aware of the risks and symptoms of illness. Any employee feeling potential signs of the virus will stay home and seek a professional medical evaluation.
  
- You can count on all of us at Vanguard Utility Service to conduct ourselves with the highest level of professionalism and dependability throughout this health crisis.

