



Independently Owned and Operated

March 20, 2020

Dear Valued Customer,

As you already know, on March 13, 2020, President Trump declared a national state of emergency due to the COVID-19 virus. Here at North Cascades Propane, our top priority is the health and safety of you and our staff members.

It is important to note that we are considered an essential industry and we are still making regular propane deliveries to our customers as we normally do. Our office continues to be staffed and we are corresponding with customers to provide propane deliveries and other essential services.

Some of our non-essential services have been curtailed for now, our staff can inform you as to what those temporary changes are. One change that you may notice is that when our drivers are at your house or business they may ask you to maintain a safe distance from them while they are delivering. Please don't be offended by this because our drivers, like the rest of our staff, are simply trying to follow the recommended guidelines for social distancing. Also, before one of our service technicians enter your home, they may ask you some questions to determine whether you are sick, diagnosed with COVID-19 or have been traveling or exposed to someone who has tested positive. Again these are simply ways for our staff to do our part to prevent the spread of the virus.

Our office is small and so to stay in conformance with recommended health practices we ask that you refrain from coming into our office and give us a call if you need any services. If you need to make a payment, please place it in our outside dropbox or if you would like to pay by credit card, we are available by phone.

The team at North Cascades Propane is doing our part and being as proactive as possible to avoid the spread of COVID-19. We know that you, our customer, are counting on us to continue to provide critical services, especially if you are quarantined at home or home due to school or business closure.

With your cooperation, we will do our best to avoid potential office closure so that we can continue to be available to you by phone at our office.

Thank you from all of us at North Cascades Propane.

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