



Cardston Office 190-1<sup>st</sup> Street East

Pincher Creek Office 1375A Street

To Our Valued Customers,

In light of ongoing developments resulting from the coronavirus, we have decided to implement a remote work policy. The Cardston and Pincher Creek offices will be closed to the public until the 30th of March, after which we will re-assess the situation.

Our staff remain available to assist you during our regular business hours of 8AM to 5PM MST. Our 24/7 emergency services also continue to be available.

The drop boxes at our offices are available for payments. However, we encourage you to use electronic payments if possible. Please contact us if you require more information or help to set up direct debit, bank and e-transfer payments.

All service calls will be reviewed and prioritized. Any gas related outages will continue to be addressed as soon as possible. If work requested is not urgent, we ask that it be put off until the situation improves.

Our staff will be working at outside jobs, meter changes, testing, line locates etc. As such, you may see staff out and about, but avoiding personal contact.

We are working diligently to negate any impact of the coronavirus on our employees, customers and the general public. To protect our staff who may be entering your property for requested services, you will be asked a series of questions when you call for service.

Also, for the health and safety of staff and customers, CMG is committed to:

- Educating staff about the virus and sharing resources on how to keep the workplace clean
- Encouraging team members to use good hygiene practices, including frequent hand washing
- Reinforcing education and hygiene with regular workplace communications and reminders
- Encouraging team members to closely monitor their health and seek medical attention if they develop flu-like symptoms
- Having any team member who reports or displays flu-like symptoms stay home

Should you have any questions or concerns, please contact us at [1-866-653-3011](tel:1-866-653-3011).

Until we are able to resume regular service, we thank you for your understanding and patience. We appreciate your loyalty and hope you and your families stay healthy during these challenging times.