

Dear Valued Customer,

We are open for service. Under the Shelter in Place mandate Excel Electrical Technologies is considered an essential business operation and will continue to operate to support essential services in the community.

Essential Services & Operations are permitted to remain open per the Executive Order. These include: Health Care Facilities, Pharmacies, Hospitals, Grocery Stores, Restaurants (take out only), Gas Stations, Financial Institutions, Hardware and Supply Stores, Critical Trades (Electricians, Plumbers, HVAC, etc.), Construction, (including but not limited to home construction), Mail and Shipping/ Delivery Services, Laundry Services, Suppliers for Essential Business Operations, Transportation, Manufacturers, Distributors and Supply Chain for Critical Products and Industries.

We want to reach out with an update on what Excel Electrical Technologies is doing to support your electrical needs during Governor Pritzker's [Shelter in Place](#) order. Per the order, Excel Electrical Technologies is designated an essential business, and will continue to operate. Safety is of the utmost importance to us during these difficult and uncertain times. As the COVID-19 situation evolves, our plan is to continue to provide services to your property as needed. As a provider of electrical system maintenance, installation and repairs we understand that now more than ever our customers need to know we will continue to provide service to address their electricity needs. As an established service-oriented company we are committed to protecting the health and safety of our customers, colleagues, and the general public. With that in mind, we are committed to offering our services to maintain your properties in order to alleviate any electrical concerns in a sanitary and socially responsible manner. Effective immediately, we are implementing the following protocols during service appointments:

Your health and well-being (as well as the health and well-being of our staff and communities) are number one. We will take steps to ensure that our work area is well-defined and separate from contact with the public or clients. We have implemented contactless appointments to promote social distancing. We do not require you to meet us on site. Just provide access directions and we can repair or service the area as required. Communication can be carried out effectively through phone calls, video chats, text messaging, and email. To this end, please consider how we can together utilize available technology means to discuss and diagnose problems. Our Office is open however it is closed to the public at this time, service hours are from 8am to 4:30pm Monday - Saturday. We will not be allowing customer's to congregate in our office. We will ensure that clients and staff maintain the CDC's recommended 6 feet of social distancing. Our technicians have all agreed to socially isolate both during work hours and at home as well as follow the sanitary recommendations of the CDC. They are not engaging in any personal social engagements and they are not congregating in our office or warehouse. All of our staff have been directed to stay home if they are unwell or exposed to COVID-19. As an electrical service provider, we understand that our services to your homes and businesses can be of vital importance. We are mobilizing and evolving our strategies to continue to provide you service while respecting our need to be responsible members of our community and country.

Feel free to let us know if you have any questions or concerns. We are ever mindful your concerns for the health and safety of your families, and want to stress that we are here to help in any way we can because we care. Together we all can get through this challenging time.

Sincerely,

Omar Muhammad
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