



McNAUGHTON-McKAY ELECTRIC COMPANY
YOUR ELECTRICAL CONNECTION

Subject: COVID-19 Business Continuity Plan – State of Michigan

Updated 4/27/2020 11:30AM

With the impact of COVID-19, we have developed a Business Continuity Plan that we want to share with you, our customers. On March 23, 2020 the Governor of Michigan announced a Stay Home, Stay Safe order starting at 12:01 AM on Tuesday, March 24, 2020. On April 24, 2020 an Executive Order was signed which clarifies and extends the duration of these measures until May 15, 2020.

McNaughton-McKay Electric Company provides essential services and supplies to utilities, electricians, wastewater/sanitation organizations, hospitals and other critical infrastructure providers in our community and will remain open to support our critical infrastructure customers. That said, we continue to adapt certain procedures in light of local developments.

- We continue to evaluate ways to keep our employees, their families and our community safe while battling the spread of the virus.
- We continue to follow and promote best practice guidelines from public health officials, the CDC and local authorities.
- We have implemented a Call-Ahead Order Pickup Policy at our facilities to reduce unnecessary contact while avoiding lengthy wait times.
- Wherever possible, employees are working from home to provide customer support while social distancing.
- Our delivery personnel continue to follow best practices and guidelines from public health officials, the CDC and local authorities.
- To limit exposure, we will be conducting meetings via phone or by digital means and may postpone or decline face-to-face meetings.

Our Customer Service teams remain available to support you.

- Reach out to your local branch by phone during business hours ([view locations](#))
Monday - Friday 7:00 AM – 5:00 PM
- Access our 24/7 support line for after-hours support Phone: 1-800-572-5033.
- Access online pricing and availability at www.mc-mc.com and utilize our live chat feature for support.
- Access updates on our operational status anytime at www.mc-mc.com/covid19
- Access communications from our manufacturers at www.mc-mc.com/covid19/manufacturers

We are committed to serving you while protecting our community. We are in this together.