



**McNAUGHTON-McKAY** ELECTRIC COMPANY  
*YOUR ELECTRICAL CONNECTION*

**Subject: COVID-19 Business Continuity Plan – State of North Carolina**

Updated: 4/27/2020 11:30AM

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 continue to provide support to our critical infrastructure customers.**

In addition to Stay at Home orders for Mecklenburg and Gaston counties, statewide Stay at Home orders have been announced for the State of North Carolina effective from 5:00 PM on Monday, March 30, 2020 until April 29, 2020. On April 23, 2020 an executive order extended these orders until May 8, 2020 unless these orders are modified, rescinded or superseded.

**All of our locations in North Carolina remain open.** That said, we continue to operate with adapted 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 all 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 are committed to serving you while protecting our community. **We are in this together.**

- Reach out to your local branch by phone during business hours ([view locations](#))
- Access our 24/7 support line for after-hours support ([view locations](#))
- Access online pricing and availability at [www.mc-mc.com](http://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](http://www.mc-mc.com/covid19)
- Access communications from our manufacturers at [www.mc-mc.com/covid19/manufacturers](http://www.mc-mc.com/covid19/manufacturers)