



McNAUGHTON-McKAY ELECTRIC COMPANY
YOUR ELECTRICAL CONNECTION

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

Updated 4/6/2020 9:30PM

On March 22, 2020 the Governor of Ohio announced a Stay at Home order starting at 11:59 PM on Monday, March 23, 2020, expiring at 11:59PM on April 6, 2020. A new Stay at Home order was issued effective April 6, 2020 and will remain in effect until 11:59 PM on May 1, 2020, unless the order is rescinded or modified.

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 are adapting 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: 1-800-837-3392
- Access online pricing and availability anytime 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.**