



McNAUGHTON-McKAY ELECTRIC COMPANY
YOUR ELECTRICAL CONNECTION

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

Updated: 4/6/2020 9:30PM

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 the City of Charleston announced on March 24, 2020, statewide Home or Work Orders have been announced for the State of South Carolina effective at 5:00 PM on Tuesday, April 7, 2020. These orders will remain in effect for the duration of the State of Emergency unless otherwise modified, amended, or rescinded by subsequent Order.

All of our locations in South Carolina remain open. 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](#))
- Access our 24/7 support line for after-hours support (Phone: 800-854-4722)
- 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.**