



## Coronavirus (COVID-19)

## Service Technicians Job Aid

As our call center may have informed you, we are operating under Modified Customer Service Protocol due to sensitivities of customers and the general public over the coronavirus. The purpose of this protocol is to maintain the health and safety of customers and employees alike.

- During this visit, I may:

1. Wear disposable gloves and footies, or other protective clothing or equipment upon entering a customer's premise.
2. Wipe down surfaces of areas where I'll be working: before starting and after completing work.

- During this visit, I will:

1. Ask if anyone at the location tested positive for COVID-19.
2. Ask if anyone staying at home for reasons other than a 'stay at home order' given by the government, such as actual exposure or actual symptoms related to COVID-19.
3. Ask if anyone inside currently has a dry cough, fever, chills, muscle pain, sore throat, shortness of breath, or a new loss of taste/smell.
4. Insist upon maintaining a 6-foot "social distancing" separation from persons at the location and thank the customer for doing the same while work is being performed.
5. Wear a mask or face covering and ask the customer to remain in a separate room or wear a mask or face covering as well.
6. Leave a written copy of this protocol, with contact information to Washington Gas if anyone at this location tests positive for COVID-19 within 14 days of this service visit.

Thank you for the opportunity to serve you, and for your understanding and cooperation with Washington Gas' protocol.

