



colonial electric supply
Since 1972...Powered by Excellence!

Update 3/25/2020

Dear Colonial Customers and Partners,

We realize that the COVID-19 pandemic is on the top of everyone's mind so we want to make sure that we are keeping you updated with all our efforts on health and safety. **Currently, Colonial Electric is 100%**

operational and fully capable of meeting your needs.

The following safety measures below will be in effect until the COVID-19 pandemic has passed. We appreciate your cooperation as we all navigate this unprecedented matter.

Important things to know

General Information

1. All Colonial branch locations except for our Collegeville location are open. We will be disinfecting them throughout the day to ensure the safety of all customers and employees. [Click here for modified hours.](#)
2. We have implemented a COVID-19 task force that meets daily and monitors conditions and updates policies and procedures as needed.
3. We are taking the precautionary step to move office employees to work remotely so that we can reduce risk while still ensuring that your service remains uninterrupted.
4. All Colonial delivery vehicles will be disinfected daily. Again, this is precautionary but we want to do our part in providing a safe environment for everyone.
5. If your company has restrictions because of COVID-19, please inform us by emailing Covid-19@colonialelectric.com so we can work within your company's constraints.
6. Visitation to Colonial Electric locations is restricted to customers only. Manufacturer reps, sales reps, and other visitors from outside of our company are restricted.

7. We are working diligently with our vendor partners to minimize any effect this outbreak may have on our supply chain. At this time, we do not see any significant issues that should cause supply concerns.

Deliveries

1. To prevent any unnecessary contact, we will not be taking customer signatures during deliveries. Our drivers will simply take the recipient's name to verify the delivery was made and to whom.
2. Our drivers have been instructed to remain 6 feet away from you during deliveries. We realize that sometimes this is unavoidable but we strongly encourage you and your team to help us keep everyone safe.
3. If you have material that needs to be returned, please coordinate it with our sales team so we can plan accordingly and make sure both our drivers and your team are within a safe proximity of each other.

Branch Will Calls

1. Again, to prevent unnecessary contact, we will no longer let customers use our digital signature devices during transactions at our counters. Instead, our counter personnel will print the customer's name to authenticate the transaction. Additionally, branch employees will be wearing gloves to process cash and credit card transactions.
2. We are offering the service of curbside pickup at any of our branch locations. Simply call the branch upon arrival and the branch personnel will bring your material out to you.
 - a. [Click here for a list of branch phone numbers.](#)
3. We are temporarily suspending cash transactions until the threat of the virus has passed. We will still be accepting credit card and check payments.
4. We have added barriers near the check out stations that limits no more than one customer at a time. Please be respectful of this rule because the barrier is there for both the safety of yourself and our employees.

We understand that some of these safety measures may seem overly aggressive but given what is unfolding throughout the world the safety of our customers and employees is paramount. We will continue to monitor this situation closely and keep you informed if anything changes with our ability to service you.

Regards,

The Colonial Electric Family