



## Covid-19 Adjusted Walk-In Counter Hours

**Effective Thursday, July 8th, 2020**

Branch	Location	Branch Open	Counter Close	Phones/Inside Sales Close	Saturday Hours
00	KOP	6:00 AM	5:00 PM	5:00 PM	8am -12pm
01	KOP IS	8:00 AM	5:00 PM	5:00 PM	Closed
02	Downingtown	7:00 AM	4:00 PM	5:00 PM	Closed
03	Warminster	7:00 AM	5:00 PM	5:00 PM	Closed
04	Northeast Bustleton	6:00 AM	5:00 PM	5:00 PM	Closed
05	Callowhill	6:00am	5:00 PM	5:00 PM	Closed
06	New Castle	8:00 AM	4:00 PM	5:00 PM	Closed
07 Curbside Only	Reading	6:00 AM	5:00 PM	5:00 PM	Closed
08	Collegeville	Closed	Closed	Forward to 01	Closed
10	Hammonton	8:00 AM	No Counter	5:00 PM	Closed
11	Cape May	7:00 AM	4:00 PM	4:00 PM	Closed
12	Glenolden	6:00 AM	4:00 PM	5:00 PM	Closed
14	Vineland	7:00 AM	4:00 PM	5:00 PM	Closed
15	Pleasantville	7:00 AM	4:00 PM	5:00 PM	Closed
20	Brooklyn NY	7:00 AM	1:00 PM	5:00 PM	Closed
23 Curbside Only	Lancaster	6:00 AM	4:00 PM	5:00 PM	Closed
24	Piscataway	7:00 AM	No Counter	5:00 PM	Closed
25	Allentown	7:00 AM	5:00 PM	5:00 PM	Closed
26	Rockville	7:00 AM	4:30 PM	5:00 PM	Closed

6/11/2020 UPDATE:

Dear Colonial Customers and Partners,

Like so many of you, we are dealing with an unprecedented operating environment as this global health crisis impacts our work and daily lives. In the midst of so much uncertainty, Colonial Electric Supply is committed to doing our part to protect our team's and surrounding communities, while also striving to maintain the quality service you expect from us.

To date, the government recognizes Colonial Electric Supply as an "Essential Service" and we have put plans in place that will allow for minimized disruption in service to our valued customers. Please know that we will work through this and will work to continue delivering your orders to our best ability.

Currently, All Colonial Electric Supply locations except for Collegeville are open. Additionally, starting Monday April 13th, our Reading and Lancaster branches will be limited to only offering curbside pickup. All of our other open branches will be operating with the new safety procedures described below.

For a list of all current counter and sales hours please [click here](#).

Our thoughts are with you and your loved ones as we share this difficult journey together. Be safe, stay well, and we look forward to seeing you in person soon.

Warm regards,  
The Colonial Electric Family

### **Important things to know**

#### **General Information**

1. We will be disinfecting them throughout the day to ensure the safety of all customers and employees. [Click here](#) for modified hours.
2. All Colonial employees temperatures are checked daily upon arrival. Warehouse staff, sales, and drivers, etc.
3. We have implemented a COVID-19 task force that meets daily and monitors conditions and updates policies and procedures as needed.
4. 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@colonialectric.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.

5. Starting Monday April 13th, our Reading and Lancaster branches will be limited to only offering curbside pickup. Please call the branch 30mins in advance so we can make sure your material is ready to pick-up upon arrival. When you arrive, call us again and we will bring your material out to you.