



Diamond Plumbing
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Dale Nash M36865

Dear Valued Diamond Plumbing Customers,

We wanted to take this opportunity to thank you for your business and continued support. We are open during this challenging time and will be responding to your emergency plumbing needs.

We are currently defining an emergency as:

- Water leaks which could result in flooding or damage to the home
- Gas leaks of any sort
- Whole house drain clog
- No hot water

We understand the concern and uncertainty you may be experiencing and want to let you know we are here for you when you need us, however with the ever changing landscape this situation is presenting, we cannot guarantee arrival windows but will do all we can to keep you informed should scheduling change. We take your health and safety, along with the health and safety of our team, extremely seriously. Your well-being is our top priority at Diamond Plumbing. We understand the concern about the Coronavirus (COVID-19) and are committed to being both responsive and responsible to our customers and staff.

We are following recommendations from the US Centers for Disease Control and Prevention and are taking extra safety measures and precautions for our office employees and field technicians. These include:

- Limiting our technicians to conduct service only to those homeowners not exhibiting symptoms.
- Wearing gloves and practicing body substance isolation precautions.
- Washing hands and applying sanitizer.
- Wiping surface areas in our work vehicles and tools after each visit.

We kindly ask that if you or a household member is sick or showing symptoms, please notify us when calling.

For additional information about COVID-19, visit the U.S. Centers for Disease Control and Prevention at www.cdc.gov.

Kind Regards,

Jason Goulet,
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San Antonio
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