



INTERIOR PLUMBING & HEATING LTD.

To Our Valued Customers,

These are unprecedented times and the situation with COVID-19 is evolving daily. The health and safety of our customers, our employees and the community at large must be our top priority. With that in mind we have no choice but to adjust the way we provide our service to you, our valued customers.

We have made the difficult decision to close our office to the public at this time.

We remain available via phone: **250-372-3441** and email: **service @iphltd.com**

For Filters and Parts: Please call in your orders, we will confirm the orders, take payment over the phone and have your order labeled for pick up at our front door.

For Service: We are limiting the service calls that we can do at this time. If it can wait, please wait. We would be happy to take your information and details about the work and we will create a call-back list and schedule a technician to do the work as soon as it is practical and safe.

For Emergency Service: If you have a plumbing or HVAC emergency, we will do our very best to get a technician there as soon as possible to take care of the problem.

We ask that we all follow the recommendations of the health officials and practice social distancing, hand washing and eliminating all unnecessary time away from our homes.

We also ask that if you do need our services, please let us know if you have traveled recently, are in self quarantine or have any flu like symptoms so that our technicians can take the appropriate measures to safely be in your home or place of business.

We know that this crisis will pass, and we want to assure you that we will do everything we can to help get us through it. Thank-you to everyone for your patience, understanding and patronage.

Sincerely,

Wayne Marshall,
Service Division Operations Manager