

Basic Principles for Entering a Customer's Home

Industry Members:

You all have been receiving a significant amount of COVID-19 related updates from TPGA. We are only sending important information that I feel is necessary to you and your business at this time.

Many of you have made significant changes to how you interact with your customers for now. The information below is specific to if you **MUST** enter a customer's home.

I have compiled a few simple best practices that I hope you will consider adding to your current policy for employees that must interact and enter a customer's home.

- Before entering a customer's home, if anyone is present, employees should ask if they or anyone in the household is sick in any way or experiencing symptoms, including fever, coughing and/or shortness of breath.
- On service calls, if the customer has separate access to their propane appliances/equipment, try to request in advance that they make the area available to you directly, e.g. garage doors, mud rooms, etc
- Tell the customer not to come closer than ten feet no matter what.
- Have the customer stay in another part of the house if possible.
- Put on nitrile like gloves, the ones your mechanic might use. Note: gloves may be purchased at such places as Amazon, Home Depot, Harbor Freight, O'Reilly's or Advanced Auto Parts.
- Immediately leaving the home before touching their vehicle remove gloves and dispose of in the trash.
- WASH HANDS – sing happy birthday twice while washing your hands even if you wore gloves.
- Face masks and respirator type protection is not widely available; your service people have a much higher risk of contracting the virus from touching a surface and then touching their face than catching it from the air.

The above recommendations are not exclusively from an official government source. Therefore, TPGA does not take responsibility as a result of following these guidelines. They are suggestions for best practices.

On behalf of the staff, take care, and be safe!



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