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February 18, 2021

Dear Valued Customer,

In an effort to keep you informed during this historic weather event we would like to let you know how we will handle service calls in the days to come.

Based on current weather predictions we will resume service on Saturday February 20th. Our warranty/service department has started scheduling calls, the only contingent will be if the roads are still too slippery to safely drive on. We will try to prioritize our calls based on the degree of need but also on getting hot water on to homes as a priority. With the volume of calls being received right now it will take a couple of days to get scheduling sorted out. The goal is to get the most done with the manpower we have so that likely means scheduling whole sub division's or areas at a time but there will be exceptions to this. Whichever way we do schedule, we will have the customers best interests in mind. The majority of the service calls will likely be chargeable due to the widespread loss of power and the severity and length of freezing temperatures. If we determine that it is a charge call, it is our policy that payment is expected, from the homeowner, at the time of service. Any damage caused by broken pipes or water heaters should be turned into the customer's homeowner's insurance.

It is our goal to maintain production, however we will redirect some of our construction crews to assist with repairs. We ask for your patience for the next several weeks. The supply chain has already been disrupted because of the pandemic. Due to the weather event, we will experience additional challenges with material in the days and weeks to come. We would like you to know that we will make every effort to take care of our customers as fast as possible. Please contact us if you have any questions or concerns.

Regards,

Enterprise Plumbing LLC