

Since our last update in March, NorcomCT has maintained our commitment to providing our customers with the highest level of service in a timely manner. As more detailed guidance continues to emerge regarding our regions reopening, we wanted to take this opportunity to provide you with our current situational update.

- A large number of our employees continue to successfully work remotely. The technology which we have had in place for many years has allowed us to remain proactive in our endeavors while being able to be immediately responsive to your needs.
- NorcomCT has been fortunate enough, through planning and execution, to be able to maintain our entire staffing level and we continue to keep a deep bench which allows us to be extremely responsive to any scenario.
- The protocols which we had implemented internally, in an effort to minimize potential employee exposure, has not only afforded us with the opportunity to provide uninterrupted service, but to date maintain a healthy workforce.
- We have implemented several safety measures for our employees working at remote sites which has included a "Review of Conditions" prior to our technicians being dispatched. To so many whose sites we have visited during the past three months, our heartfelt thanks for your part in this process and for helping us keep our employees and yours safe.

Above all else, we want to take this opportunity to thank you and your employees, as well as our staff and their families, for what has been accomplished during these very difficult months. In normal years, you would have begun to receive information about two of our customer appreciation programs: Customer Employee Appreciation Day (CEAD) as well as First Responder Night at the Hartford Yard Goats/Dunkin Donuts Stadium. It is with an extremely heavy heart that we are cancelling these events as we cannot see a scenario which would allow us to provide a safe venue for you to attend. ***We look forward to hopefully being able to bring both events back in 2021!***

On behalf of all of us at NorcomCT, we wish you and your families a safe and healthy summer.

With our continued support,

*Julie*

**Julie Reibold**  
President

*Dawn*

**Dawn Rizzo**  
Vice President

*Doug*

**Douglas Fuchs**  
Chief Operations Officer

