

CORONA VIRUS COVID-19 SPECIAL EDITION



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SEE PAGE 2!**

TEAM EJP PEPtalk



COVID-19 UPDATE: A MESSAGE TO OUR CUSTOMERS VENDORS AND FRIENDS

Team EJP wants to assure you that we are monitoring the coronavirus (COVID-19) situation closely and are working diligently to ensure we meet the needs of our customers, vendors, friends, and colleagues. Team EJP continues to be open and operational. We've made a few adjustments to make sure our team and your personnel are kept as safe as possible.

Supporting our customers and vendors remains a priority, so we've taken the following steps as part of our business continuity plan. We are referencing CDC and World Health Organization resources on a regular basis.

- Team EJP plant tours, business seminars, training, etc. have all been suspended until further notice.
- All employees that are sick, exhibit symptoms, or have been exposed to the virus are instructed to stay home until cleared by a health care professional.
- We ask our vendor partners to conduct telephone/conference calls regarding all business interactions. For the next 30 days, we have suspended all in-person meetings to protect you and our employees.
- Team EJP sales personnel will limit face-to-face interactions with customers, mainly per customer request. Social distancing strategies will also be used to help mitigate the risk of spreading the virus.
- Delivery personnel are instructed to follow CDC recommendations for sanitizing their hands, trucks,

cellphones, tablets, etc. while delivering products to customer facilities.

- Walk-in customers must call the division from their vehicle to order material (while at the division location). A Team EJP employee will bring the material to the customer for transaction. Payment can be with check or credit card. No cash will be accepted.
- Team EJP Service Technicians are instructed to follow CDC recommendations for sanitizing their hands, trucks, cellphones, tablets, etc.

As always, you can count on our 24HR Emergency Service for those unpredictable moments.
1-800-EJP-24HR (357-2447)

We pledge to provide superior service to our customers and vendors through the creative talents and abilities of our employees. The impact of Coronavirus is likely to change over time, and if you feel we should be doing something different or better, please contact us.

Be Safe, Be Kind, and God Bless.

Steven E. Prescott
President, Team EJP

Derek H. Wing
Safety & Training Specialist



COVID-19 THE BIG PICTURE WHAT YOU NEED TO KNOW

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5 SIMPLE WAYS YOU CAN SUPPORT LOCAL BUSINESSES DURING CORONAVIRUS PANDEMIC

There is a lot of uncertainty when it comes to dealing with the coronavirus pandemic, and a good handful of states and cities have even closed bars and restaurants in an attempt to slow down the spread of the virus.

Not only are small business owners worried about the future of their establishments, but the servers, bartenders, cooks, and retail employees are also worried about how they will pay bills for the next few weeks.

While there isn't a whole lot we can do as restrictions are put in place, there are a few measures we can take to support our favorite local businesses during these unsettling times.

1.) Carry-out and delivery is still an option for many restaurants and bars.

Many states are taking precautions by shutting down dine-in for restaurants but getting a carry-out order or calling for delivery is still a great option, if it exists where you live. You don't have to cook, and the restaurant is still making some money. So, check to see if that's a possibility at your favorite eatery.

2.) Buy gift cards from your favorite restaurant or boutique.

There will come a time in which small businesses will be open again, so why not purchase a gift card now, that you can use later? This is a fantastic way to make sure that your favorite restaurant or store is getting some income right now, when the business needs it the most.

Plus, it will feel like you're having a free dinner when you use the gift card later down the road.

3.) Shop online.

We're all pretty used to shopping online (Amazon Prime Day is basically a holiday at this point), so one way you can support a local business is shopping from your computer or cellphone.

Not all boutiques or retail stores may have the option to offer online shopping, but if they do, it's a great way to support a small business and practice social distancing.

4.) Buy local produce

The super grocery stores and markets are doing a great job keeping up with the high demand but try grocery shopping at a local market to help support those workers. Farmers markets are already great at providing the freshest produce to the community, but during these trying times, they will need our support more than ever.

5.) Consider a donation.

Not everyone is able to do this, but if your income won't be affected by the coronavirus pandemic, consider a donation to a local business that could need it. It doesn't matter if it's writing a check or even cooking a meal for the employees, any sort of assistance could mean the world to someone who isn't sure how they are going to pay their bills next month.

SOURCE

Roskopp, Jack. "5 Simple Ways You Can Support Local Businesses during Coronavirus Pandemic." WKMG, WKMG News 6 & ClickOrlando, 17 Mar. 2020, www.clickorlando.com/health/2020/03/17/5-simple-ways-you-can-support-local-businesses-during-coronavirus-pandemic/.





BASE GUIDELINES FOR INDIVIDUALS

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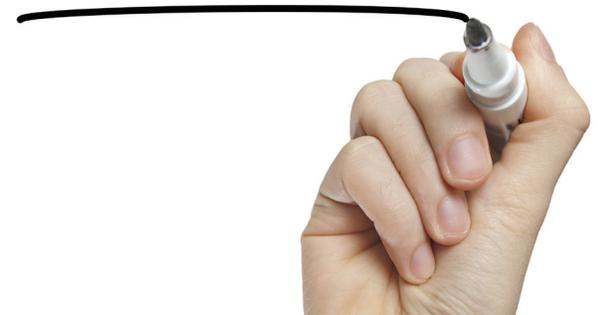
1. Wash your hands frequently with alcohol-based hand rub or soap and water.
2. Maintain social distancing at a minimum of six feet.
3. Avoid touching eyes, nose, or mouth.
4. Cover your mouth and nose when coughing or sneezing.
5. If you have a fever, cough or difficulty breathing, seek medical attention and call in advance.
6. Stay informed and follow advice given by your health care provider.
7. Avoid large public gatherings.
8. Rely on accurate sources of information about COVID-19.
9. Wearing a mask is not recommended for prevention at this time.
10. Know the symptoms of COVID-19, including fever, cough, and shortness of breath.
11. Be honest with your doctor. This will assure the best treatment possible.
12. Focus on what you can control.



BASE GUIDELINES FOR BUSINESSES

1. Require at-risk employees to stay at home.
 - 70 years old or older
 - Heart or lung disease
 - Diabetes Type 1
 - Underlying health issues that compromise one's immune system
2. Avoid direct contact with clients.
3. Suspend all use of public transportation.
4. Do not accept cash payment.
5. Do not allow clients into your place of work.
6. Sales activity should be by phone or electronic communication only.
7. Both incoming and outgoing deliveries must eliminate direct personal contact.
8. Documents to be signed with individual pens, no sharing of pens.
9. Avoid shaking hands.
10. Do not enter any incoming delivery vehicle.
11. Wipe down and disinfect keyboards, tablets, and other high touch points frequently.
12. Individuals experiencing any symptoms of sickness should stay home.

FOLLOW
THE GUIDELINES



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COVID-19 THE BIG PICTURE THE GOOD NEWS



EPA: TAP WATER SAFE TO DRINK AMID CORONAVIRUS OUTBREAK

The U.S. Environmental Protection Agency (EPA) has issued a Coronavirus guidance for drinking water and wastewater for the public, reiterating that Americans can continue to use and drink water from their tap. The COVID-19 virus has not been detected in drinking-water supplies and based on current evidence, the risk to water supplies is low, according to EPA.

Water treatment practices effective against COVID-19, says WHO.

Additionally, EPA's guidance cites the World Health Organization's declaration that, "there is no evidence to date that COVID-19 virus has been transmitted via sewerage systems, with or without wastewater treatment."

"America's public clean water utilities and the hardworking men and women who operate them remain essential public servants on the front lines of environmental protection and will continue to ensure access to clean water services during this period," said Adam Krantz, CEO of the National Association of Clean Water Agencies (NACWA), which represents public wastewater and combined drinking/wastewater utilities in the United States. "The water and wastewater treatment sector are critical to minimizing exposure to coronavirus and will continue this vital service to communities around the country without interruption."



SOCIAL DISTANCING CAN HELP SLOW THE SPREAD

The Trump administration plans to increasingly emphasize social distancing as the primary method to contain the new coronavirus, a shift away from its recent focus on accelerating widespread testing as a containment tool, according to officials.

The CDC defines social distancing as it applies to COVID-19 as "remaining out of congregate settings, avoiding mass gatherings, and maintaining distance (approximately 6 feet or 2 meters) from others when possible."

This means, says Rivers, "no hugs, no handshakes."

It's particularly important—and perhaps obvious—to maintain that same 6-foot distance from anyone who is demonstrating signs of illness, including coughing, sneezing, or fever.

Armour, Stephanie. "U.S. Government Plans to Ratchet Up Emphasis on Social Distancing." The Wall Street Journal, Dow Jones & Company, 19 Mar. 2020, www.wsj.com/articles/americas-new-coronavirus-strategy-stresses-social-distancing-over-broad-testing-11584610205. Pearce, Katie. "What Is Social Distancing and How Can It Slow the Spread of COVID-19?" The Hub, 13 Mar. 2020, hub.jhu.edu/2020/03/13/what-is-social-distancing/.





POSITIVE RESPONSE DURING DIFFICULT TIMES

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While the COVID-19 crisis is posing enormous challenges for individuals, for our economy and or our overall wellbeing, it is reassuring to note how positive responses can lift the spirits of all or us.

The closing of public schools has resulted in an end to vital meal programs during the day, including meals for individuals reliant on the delivery of fresh, wholesome nutrition that would otherwise be unavailable to them. The public response has been immediate. In many cases volunteers, restaurants, and other businesses are stepping up to fill this void, and doing so without compensation of any kind.

We recently heard a story about an elderly Maine couple, married for more than 50 years, who are separated by illness, and not allowed direct contact. Volunteers have made it possible for them to communicate via Skye,

something that would not have been possible when they were married so many years ago.

In response to the COVID-19 outbreak, Team EJP postponed three educational seminars scheduled for March and April. All have been moved to November. Each registrant had to be contacted directly, and the response from our clients, customers, and professional associates has been overwhelmingly positive and supportive.

Churches in many cases have suspended public services, but are making those events available to their membership via streaming and other electronic means.

In the end, in many cases, we are presented with challenges beyond our direct control. What we can control is our response to those challenges, and together we need to step up and react in the most positive manner possible.



TEAM EJP STANDS BY OUR VAS PARTNERS

We are all going through some challenging times with the COVID-19 virus changing the way we all are living our lives and doing our jobs day to day. As a VAS partner with TEAM EJP, we want to take a moment to remind you that we are here to help in any way we can. We are fully committed to supplying you all with the same great service that we always have and to assure you that all the benefits of the VAS program are still available to you and will continue to be available to you.

Normally at this time of year, we are traveling around to meet with you to review and sign the VAS renewals. Out of an abundance of caution and respect for both your employees and our own, we will not be doing this for at least the next 30 days. We have worked with our vendors and owners to extend all of the VAS pricing until May 1 to allow everyone time to concentrate on more pressing matters. For now, we plan on coming around to do the renewals toward the end of April and will work to get to everyone as soon as possible.

If you know you would like to renew the program for 2020, let me know and I can send you the new agreement via email or a hard copy via mail. This will allow us to get renewals done quicker and we will schedule meetings when we can visit more comfortably. I can also do your review of benefits used and material purchased with you remotely if you would like to have that information for your budgeting process.

I would also like to remind you that if you need extra help managing your inventory, preparing your audit, or running state reports—due to being short-staffed or staff working remotely—let me know and I may be able to help with that. We are also available as we have been for 65 years to assist in any other way because of these trying times we are all in. True partners are the best partners when you need them the most.

Sincerely,
Bob Moody | TEAM EJP VAS Manager



COVID-19 THE BIG PICTURE OUR 24-HOUR SERVICE COMMITMENT TO YOU

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Amidst the pandemic crisis that is COVID-19, Team EJP is still here to help with our 24-Hour Emergency Services. Know that our team has taken the CDC protocol into full consideration and will be operating under the strict guidelines that are requested. Our Service technicians and salespeople will be honoring this code of conduct to its full extent during this period of time.

Team EJP has a full-time, on-call service department ready to respond to your emergency, day or night. Due to the unpredictable nature of the waterworks industry, we offer this 24-hour emergency service for those worst possible moments. A true emergency demands fast response. We have specially equipped trucks, experienced personnel, and the necessary material to assist you when the need arises. If an emergency does arise, please don't hesitate to reach out: 1-800-EJP-24HR (357-2447). You can rest assured we will be here to answer the call.



Team EJP Service Truck lowering trench box into trench.



For Emergency Service, Call:

Maine

- Home Office 207-582-1851
- Maine 207-582-2006
- Bangor 207-990-5000
- Portland 207-797-3330

New Hampshire

- Concord 603-224-9545
- Keene 603-256-6466

Vermont

- Montpelier 802-223-2385
- So. Burlington 802-865-3958

Massachusetts

- Brockton 508-586-3875
- Hatfield 413-247-5644
- Mashpee 508-539-0990
- Middleton 978-777-7738
- Shrewsbury 508-845-1480
- So. Barre 978-355-6833
- Springfield 413-543-8888

Rhode Island

- Lincoln 401-333-1317

Connecticut

- Vernon 860-875-9711

New York

- Blasdell 716-822-1544
- Round Lake 518-877-6737
- Syracuse 315-451-1272

Ohio

- Lima 419-225-6292
- West Carrollton 937-847-2665

Indiana

- Fort Wayne 260-482-2100
- Lafayette 765-449-2723
- Indianapolis 317-247-0005
- Jefferson 812-218-9405





TEAM EJP SERVICE WORK PROTOCOL DURING COVID-19

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Our Service technicians are still here to help during this unprecedented time. Our priority is taking care of the customer's needs (while maintaining a vigilant awareness of the health and safety of the technician and people around them). All Service Technicians have been instructed to comply with CDC recommendations for sanitizing their hands, trucks, cellphones, tablets, etc. while on the job working with you. Team EJP cares about keeping you, your families, and our employees as safe as possible.

Our Services

We have continually increased the services available to you, our valued customer, to the point where we offer the most complete and extensive service department in the business. Listed below are the services available; some are for both water and sewer applications.

Services offered are as follows

- 24-Hour Emergency Service
- Large Main Tapping 4" - 24"
- Service Tapping 3/4" - 2"
- Valve Insertions 4" - 12"
- HDPE Butt Fusion 2" - 36"
- Line Locating
- Leak Locating & Leak Surveying
- Sewer Line Deflection Testing
- Sewer Camera Inspections
- Sewer Line Air Testing
- Sewer Leak Locating
- GIS Measurement & Mapping
- Manhole Vacuum Testing
- Waterline Pressure Testing
- Chlorination & Dechlorination
- Live Water Main Camera Inspection
- Meter & Backflow Testing
- Meter Installs and Change Outs
- Hydrant Flow Testing
- Hydrant Repairs
- Hydrant Maintenance Program



WATER • WASTEWATER • STORMWATER
SOLUTIONS

EMERGENCY CONTACT LIST

Peter Prescott, CEO
Cell- 207-632-2262

Steven Prescott, President
Cell- 207-632-2263

Stanley McCurdy, COO
Cell- 207-632-0378

Rob Chadwick, National Sales Manager
Cell- 207-632-0369

John Flagg, Northeast Sales Manager
Cell- 207-807-3222

Kelly Landry, CFO
Cell- 207-629-8545

Derek Wing, Safety and Training Specialist
Cell-207-620-4979

Bob Moody, VAS Manager
Cell- 207-632-0381

Ray Morang, Safety Training and Manager
Cell- 207-632-0374

Todd Arsenault, PEP Division Manager
Cell- 207-632-0384

Dave Hirsch, New England Ops Manager
Cell- 508-523-1642

Steve Moore, New York Sales Manager
Cell- 518-338-6286

Jeremy McComas, Midwest Bus. Dev. Mgr.
Cell- 502-396-4808

Frank Gibson, Mid-West Sales Manager
Cell-317-409-1484

Tom Carr, AMR Sensus Manager
Cell- 207-530-1505

Joe Zippi, AMR Specialist
315-430-1965



WELCOME

TEAM EJP /  AMERICAN

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STAY INFORMED: RESOURCES TO KEEP YOU UP-TO-DATE ON COVID-19

During this unprecedented time, it's important to remain informed on all new developments regarding Coronavirus COVID-19. Understand that not all information is reliable so it's imperative to reference sources who are credible. Below are a few websites you can visit to keep up-to-date with the most recent information.

www.cdc.gov

www.epa.gov

www.coronavirus.jhu.edu/

www.yahoo.com

On behalf of everyone here at Team EJP, we hope our customers, vendors, friends, and families remain healthy during this most difficult time. Remember, we are all in this together. If anyone needs additional copies of this newsletter for friends or family, please let us know. You can call us at 207-582-1851.

God Bless.

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CORONAVIRUS RESOURCES

TIPS FOR PARENTS

Children and teens react, in part, on what they see from the adults around them. When parents and caregivers deal with the COVID-19 calmly and confidently, they can provide the best support for their children. Parents can be more reassuring to others around them, especially children, if they are better prepared. Not all children and teens respond to stress in the same way. Some common changes to watch for include

- Excessive crying or irritation in younger children
- Returning to behaviors they have outgrown (for example, toileting accidents or bedwetting)
- Excessive worry or sadness
- Unhealthy eating or sleeping habits
- Irritability and "acting out" behaviors in teens
- Poor school performance or avoiding school
- Difficulty with attention and concentration
- Avoidance of activities enjoyed in the past
- Unexplained headaches or body pain
- Use of alcohol, tobacco or other drugs

There are many things you can do to support your child



- **Take time to talk with your child or teen** about the COVID-19 outbreak. Answer questions and share facts about COVID-19 in a way that your child or teen can understand.

- **Reassure your child or teen that they are safe.** Let them know it is ok if they feel upset. Share with them how you deal with your own stress so that they can learn how to cope from you.

- **Limit your family's exposure to news coverage** of the event, including social media. Children may misinterpret what they hear and can be frightened about something they do not understand.

- **Try to keep up with regular routines.** If schools are closed, create a schedule for learning activities and relaxing or fun activities.

- **Be a role model.** Take breaks, get plenty of sleep, exercise and eat well. Connect with your friends and family members.

Source: Centers for Disease Control/ www.cdc.gov

What is a novel coronavirus?

A novel coronavirus is a new coronavirus that has not been previously identified. The virus causing coronavirus disease 2019 (COVID-19), is not the same as the coronaviruses that commonly circulate among humans and cause mild illness, like the common cold. Patients with COVID-19 will be evaluated and cared for differently than patients with common coronavirus diagnosis.

What is COVID-19?

In COVID-19, 'CO' stands for 'corona,' 'VI' for 'virus,' and 'D' for disease. Formerly, this disease was referred to as "2019 novel coronavirus" or "2019-nCoV."

What is community spread?

The virus that causes COVID-19 seems to be spreading easily and sustainably in the community ("community spread") in affected areas. Community spread means people have been infected with the virus in an area, including some who are not sure how or where they became infected.

Who is at higher risk?

Older adults and people who have serious chronic medical conditions like heart disease, diabetes and lung disease.

Can a person test negative and later test positive?

Using the CDC-developed diagnostic test, a negative result means that the virus that causes COVID-19 was not found in the person's sample. In the early stages of infection, it is possible the virus will not be detected. For COVID-19, a negative test result for a sample collected while a person has symptoms likely means that the COVID-19 virus is not causing their current illness.

Should I wear a facemask?

CDC does not recommend that people who are well wear a facemask to protect themselves. You should only wear a mask if a healthcare professional recommends it. A facemask should be used by people who have COVID-19 and are showing symptoms. This is to protect others from the risk of getting infected. The use of facemasks also is crucial for health workers and other people who are taking care of someone infected

SYMPTOMS OF CORONAVIRUS



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with COVID-19 in close settings (at home or in a health care facility).

Should I avoid contact with pets if I have COVID-19?

You should restrict contact with pets and other animals while you are sick with COVID-19, just like you would around other people.

Although there have not been reports of pets or other animals becoming sick with COVID-19, it is still recommended that people sick with COVID-19 limit contact with animals until more information is known about the virus. When possible, have another member of your household care for your animals while you are sick. If you are sick with COVID-19, avoid contact with your pet, including petting, snuggling, being kissed or licked, and sharing food. If you must care for your pet or be around animals while you are sick, wash your hands before and after you interact with pets and wear a facemask.

What is social distancing?

Social distancing is a public health practice that aims to prevent sick people from coming in close contact with healthy people in order to reduce opportunities for disease transmission. It can include large-scale measures like canceling group events or closing public spaces, as well as individual decisions such as avoiding crowds.

On the broader scale, a number of actions taken in recent days are designed to encourage social distancing, including:

- Schools, colleges, and universities suspending in-person classes and converting to remote online instruction
- Cities canceling events, including sporting events, festivals, and parades
- Workplaces encouraging or mandating flexible work options, including telecommuting
- Organizations and businesses canceling large gatherings, including conferences
- Houses of worship suspending services

The CDC defines social distancing as it applies to COVID-19 as "remaining out of congregate settings, avoiding mass gatherings, and maintaining distance (approximately 6 feet) from others when possible."

Source: Centers for Disease Control/ www.cdc.gov



SHOP & BUY LOCAL

While living through these uncertain times, we can help our neighbors, friends, and families, by shopping and eating local! For more ideas, see page two.



Support local business while practicing social distancing



1. Buy gift certificates.

This helps shops and restaurants with cash flow during lean times, and you'll have a treat to look forward to after the need for social distancing subsides.

2. Order to-go.

Many restaurants that do not advertise take-out and delivery are happy to package your order to-go for your pickup. Even as municipalities order the closure of restau-

rants and bars, these establishments may be open for take-out and delivery, with only the dine-in option unavailable.



3. Shop remotely.

Enlist the help of local shop owners to find the perfect gift. You can pay over the phone or online, and either pick up the item(s) or have them shipped.

4. Join local subscription clubs.

Many local specialty grocers, salons, independent bookstores and other small businesses offer "of the month" clubs and subscription boxes. This is a great



opportunity to try new products and receive a surprise in the mail, which is especially welcome while staying at home.

5. "Window shop" on social media.

Local businesses are increasing the inventory they are showcasing on Facebook and Instagram. Check out your local shops' social media accounts to window shop online.



6. Donate to your favorite nonprofits.

If social distancing has generated extra savings, consider donating to your favorite nonprofits. Many nonprofits have had to cancel fundraising

events or close, which eliminates attendance fee revenues.

7. Stock up on local produce.



grocery shopping, look for produce, breads, vitamins, soaps, and other goods from local farmers. You can try freezing or canning to extend the life of perishable produce.

8. Remember that local establishments prioritize your health and safety.

Check their websites and social media accounts to review the extra precautions local businesses are taking to keep consumers safe.



Source: Central Maine Growth Council

Used with permission from The Kennebec Journal Staff Graphic by Sharon Wood

AS WE NAVIGATE THROUGH THESE TRYING TIMES, REMEMBER WE ARE ALL IN THIS TOGETHER. AS ALWAYS, YOU CAN COUNT ON OUR 24HR EMERGENCY SERVICE FOR THOSE UNPREDICTABLE MOMENTS. DON'T HESITATE TO CALL 1-800-EJP-24HR (357-2447).