



1079 Sunrise Ave B-23 • Roseville, CA 95661 • (530) 320-2368 • [www.townepools.com](http://www.townepools.com)

March 23, 2020

To our valued Customers,

The safety and health of both our customers and employees is a top priority for us. We here at Towne and Country Pool Service have been closely monitoring developments and news related to the coronavirus, also known as COVID-19. We are actively taking steps to ensure the health of our customers and employees as we go through these uncertain times.

We have clarified with Placer County's Health Directive dated March 19th, 2020 and Towne and Country Pool Service is an Essential Business as defined in the Directive. Maintaining proper sanitation to households which also have pools is deemed essential. Liquid Chlorine, which we currently use as a sanitizer due to the lower water temperatures, is 12.5% sodium hypochlorite which is a bit stronger than household bleach. In addition, the Center for Disease Control (CDC) has said that COVID-19 cannot survive in properly treated/sanitized pool and spa water.

We will continue to service your pools as normal. We may get busy as leaves and debris take a bit longer to clear, as a result we may service your pool the next day.

Here are some safety measures we are taking:

1. Washing/Sanitizing hands after every pool that we service.
2. Minimizing our contact with your property as necessary.
3. Implementing deep cleaning measures in our service trucks and equipment.
4. Asking any employees to stay at home if they are aren't feeling well.

We will continue to actively monitor the situation and make policy changes as needed. Please feel free to reach out to us if you should have any questions or concerns.

As a small family owned business, we appreciate and are grateful for your continued support.

Best Regards,

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