



May 28, 2020

The Covid-19 pandemic has changed the way we do business and communicate with our customers and manufacturers. Our thoughts go out to anyone that has been affected by the virus directly or indirectly. During this unprecedented time, we wanted to update all of you on how we are approaching this situation at KW Associates.

Like other companies our first priority is the health and safety of our employees and their families. With this in mind, we have asked our inside sales staff to work from home and have provided them with laptops, printers and scanners. We have also recently offered them company cell phones so they can more easily communicate with our customers and manufacturers. It is their choice whether they continue to use their personal cell phones for business or a company issued mobile phone.

Our inside sales staff also has the choice to come to our main office but must notify all office personnel if they will be in the office and use precautions such as sanitizing the areas that they have used prior to leaving the office. We have also decided to limit the number of people in the office each day to keep a safe distance between workers.

Our outside sales representatives are strongly encouraged to extremely limit their travel schedules while continuing to service our customers. Most of our customers are not allowing vendor visits and most that are require meetings to be outdoor and socially distanced. We have been setting up webinars for product training, new product introductions and general educational sessions. Our outside sales reps are also safely visiting job sites and conducting socially distanced in person training sessions at utility yards or outdoor training facilities.

Manufacturers' Representatives Serving the Power Utility Industry Since 1980

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Please visit our web site for new products and updates on our product lines and our company. We have collaborated with a majority of our manufacturers to promote products and offer the following services:

- COVID-19 Labels and Signage
- Nexans Training Webinars for “Overhead and Underground 101” Refreshers
- TE Connectivity Webinars for Distribution and Substation Technical Sessions
- AFL Fiber Optics Training Classes and Fiber to the X material.
- Bierer Meter Park-and-Learns to Review Metering Equipment
- Cooper Lighting Photometric Reviews and Site Visits
- GE Grid Smart System Webinars / Custom Sessions Available
- Utility Specification Reviews
- Various White Paper Discussions and Hand Outs

In times like these, we all need to stay connected and be patient and helpful to one another. All of us at KW Associates are fully committed to working with you through this difficult period and we all wish you good health.

Best Regards,
Keith Ward
KW Associates, Inc.
Owner/President