

*Brennan Pools, Inc*  
651 West Street  
Southington, Ct. 06489  
860-628-6669  
[Brennanpools@sbcglobal.net](mailto:Brennanpools@sbcglobal.net)  
[www.brennanpoolsinc.com](http://www.brennanpoolsinc.com)

Hello,

April 22, 2020

We hope this letter finds you healthy & safe! We normally send out our pool opening reminders at this time however, with the ever-changing world we thought a quick letter would be more informative & helpful in this process. At this time, our service crews are allowed to work in the state of CT with a few changes. The safety of our crew and our customers is our first concern.

We will be practicing social distancing for everyone's safety & protection. Here are the details below.

- Our crew members will be arriving in separate vehicles.
- We will have new gloves for each job.
- We do ask that while our crew is on your property, that they will have easy access to the area and that no one is in the area while they are working.
- We will need all of the parts and equipment necessary for the pool opening in the area.
- It shouldn't be necessary for us to enter your home under normal circumstances.
- We will need the water & electricity turned on
- This is a new world for all of us and we will continue to adjust as necessary & possible.

At this time, our retail store is non-essential so the following changes are in effect.

- The retail store will unfortunately not be open to foot traffic.
- We will be available to deliver products as needed with the same guidelines as listed above.
- We will be taking orders through email or phone for curbside pick-up.
- We will be able to water test and email your results or you may call us for results.
- Emailing your test results may be quicker, send me the best email for this purpose to [brennanpools@sbcglobal.net](mailto:brennanpools@sbcglobal.net)
- Water samples can be left on the steps to the office at 651 West Street at any time.
- You can schedule your delivery, service or pick up in any of the following manner.

#### **CONTACT US BY PHONE**

860-628-6669: Messages can be left at any time  
860-272-8877: Monday – Friday from 10 am – 5:30

#### **CONTACT US BY MAIL**

Feel free to write a list of anything you want delivered or any services you would like performed. I will contact you to confirm all requests & reconfirm the day before any service.

Stay safe, stay healthy & thank you for supporting our small business!

*-Terri Freer & Tim Brennan*