

COVID-19: How Michigan Solar Solutions is Responding



The COVID-19 pandemic is having a dramatic effect on our lives and businesses.

I want to share an update on what Michigan Solar Solutions is doing to keep our customers and our people safe while we continue to serve the community with new solar installations and service, and electrical contractor services.

Michigan Solar Solutions is following the guidance of global health experts and the World Health Organization (WHO) and the U.S. Centers for Disease Control (CDC) on preventing the spread of the COVID-19 virus. We are reminding our employees about frequent hand-washing, and we are regularly cleaning our facilities and service trucks. Most of our employees are working from home whenever possible. We ask our crews to stay home if they are sick and especially if they are showing any flu-like symptoms.

Most of our work is conducted in the outdoors and away from people, however, some stages of the purchase and installation of solar systems may require interaction with our staff. To keep our customers and employees safe we are implementing the following procedures while working on proposals and signing contracts.

- Minimize face-to-face meetings. We offer a variety of alternatives to meeting in person e.g. Skype, FaceTime, WhatsApp, and phone.
- We offer a virtual contract signing service, DocuSign instead of meeting to sign contracts in person
- We are offering the following options for inspection of homes or building sites for system specifications and installation:

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1. **Michigan Solar Solutions crew members provide on-site inspections under the following conditions:**
 1. No one at the location is experiencing flu-like symptoms (we will call to verify the day of the visit.)
 2. We assure that crew members are healthy and have no flu-like symptoms
 3. We sanitize hands before and after the visit.
 4. We maintain a 6 ft at a minimum distance from anyone on the premises
2. **The customer does the inspection and provides Michigan Solar Solutions with the needed photographs.**
 1. The customer will be provided with instructions on how to take the required photographs of interior spaces (e.g. attic space) to complete the inspection so no interior visit is necessary.
 2. MSS can help via FaceTime, Skype or WhatsApp.

We will continue to keep you informed of any new developments. If you have any questions about upcoming appointments or installations please contact your representative or **call the office at [\(248\) 923-3456](tel:2489233456)**.

Our hearts and thoughts go out to those who have been affected by this unprecedented event. We are grateful for the healthcare workers, local communities, and governments around the world who are on the front line working to contain coronavirus.

We wish health and safety for you and all of your loved ones.

Sincerely,

Mark Hagerty
CEO and President
Michigan Solar Solutions
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