

An Important Update from Intermatic

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Valued Customers,

The past several weeks have brought uncertainty and hardship to communities across our country. As we collectively work to reduce the threat of the Novel Coronavirus (COVID-19) and care for those affected, I'd like to share how Intermatic is moving forward in these challenging times.

The health and safety of our employees, customers, sales agents, distributors, OEM partners and contractor network is our top priority. Yet, as you know, there's work to be done within our industry.

As an essential business, we'll continue to maintain operations to support the needs of our distributors, agents, OEM partners and contractors while taking a handful of necessary precautions.

Moreover, we'll continue to monitor the guidance of our federal, state and local officials and keep you informed, should our business operations change.

### Important Updates

- **Inventory Availability:** To ensure access to core Intermatic products, we've increased the flow of inventory to stocking agents throughout the United States. This is an effort to reduce shipping distances and provide multiple shipping locations for customers.
- **Customer Service:** Our customer support teams have shifted to working remotely and are available during our standard business hours (Monday through Friday, 8 a.m. to 4:30 p.m. CST). Please feel free to [contact them](#) with any technical questions or product information needs.
- **Intermatic Sales Reps and Agents:** While we've asked our representatives across the country to remain at home whenever possible, they are still available to answer questions, receive orders and consult on future projects. We encourage you to contact them as you normally would via phone or email.
- **Industry Resources:** As the situation develops, we strongly encourage you to follow the guidance of state and local officials, as well as recommendations shared by [NAED](#), [IBEW](#),

[IEC](#) and other industry organizations.

Intermatic is a nearly 130-year-old company. We couldn't have reached this point without weathering a few storms. Together, we'll get through this and be stronger for it. Thank you for your business, support and continued partnership.

Sincerely,



G. Rick Boutilier, Jr.  
President & Chief Executive Officer, Intermatic

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