

SAMPLE COVID-19 LETTER TO CUSTOMERS



Dear [Customer],

We are reaching out today regarding several measures related to COVID-19 and your portable sanitation service from [Company Name].

First, we want to assure you that we are focused on ensuring your portable equipment is as safe as possible under the present conditions. Our service technicians are trained and certified by the Portable Sanitation Association International (PSAI). This means we are obligated to service our equipment thoroughly, inside and out, according to PSAI guidelines.

The toilet tanks are pumped and refilled with water and deodorizer on a weekly basis. We also wash the exterior and interior unit walls, floors and all of the surfaces inside and outside of the toilet tank each time we provide service. When our technicians are finished with each toilet, it is as close to germ- and virus-free as it is possible for any surface to be.

In these days of COVID-19, though, it is important to realize that once people start using that restroom unit, there is no way of assuring cleanliness until the next scheduled service day. To deal with this, many companies like yours are stepping up their service schedule to reduce the risk. If you would like to increase the service of your units to multiple time per week, give us a call and we will be happy to discuss the options with you.

[Company Name] has always offered hand sanitizer dispensers and refills for your job sites. In fact, most construction companies request them, and we are always glad to provide them for your workers. If you are already utilizing this service, then it is business as usual. However, if you do not currently offer them and would like to add hand sanitizers to your existing sites, please let us know and we will provide them while supplies last.

We also offer hand wash sinks. Each hand wash station can accommodate up to 150 uses before it needs to be serviced. We currently have these in stock if you would like to add this service to your site.

During times such as a natural disaster or pandemic, we see the best and worst in people. While there are heroes everywhere, there are some wrongdoers too. Some of our customers have notified us that people are stealing hand sanitizer refills and toilet paper out of the restroom units on their sites. If this happens to you, we are more than happy to replace the supplies for you.

However, the additional costs of replacing stolen supplies will be billed on your next invoice. We look forward to working with you on how to keep these supplies safe when no one is on the job site.

We will continue to provide the excellent service you are accustomed to throughout the current crisis and beyond. Should you need any further assistance from us, please contact our office so that we may better serve you.

Thank you for your time and most importantly, thank you for your business.

Sincerely,

John and Jane Doe
Company Name Founders