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We want to share our plan to address concerns and answer questions that you may be asking. Below is our process moving forward until further notice.

We will be following safety and cleaning protocols recommended by the CDC as well as Federal, State and local governments. Any team members that have fever, are showing signs of sickness, or who have been known to be exposed and not protected will be asked to remain at home.

We will be running service calls during this time. If you are scheduled already, we plan to come, but you are welcome to reschedule... so please let us know.

Service Call Precautions: We continue to operate as an "Essential Business" in providing urgent service to all our Residential and Commercial customers. We are here to maintain habitable conditions in your home and/or work environment. It is of equal importance that we take necessary precautions to protect our team members and ensure their health and safety.

When you call in, our office staff will be asking if anyone in the home/office has a fever, been diagnosed or had exposure to the virus. We need to know so that we can be proactive with our team's response and level of protection.

We will be following protocols to maintain a safe work environment by wearing gloves, cover-all suits, boot covers and masks whenever needed.

Measures we are taking for our team to be aware of:

Some of our team members may be working remotely from home. Please be patient with our staff so that we may continue to provide the highest level of care to you and all of our customers during these unprecedented times.

We intend to limit our time in groups as we have canceled all group meetings until further notice.

Technicians are already in isolation for much of their work day and are not exposed to large groups. We are also following the recommended social distancing guidelines across both our field and office operations.

We plan to do this as long as it is necessary or make changes in accordance with all government and CDC recommendations. We greatly appreciate the strength and support of our customers and team members here at Capps Plumbing & Sewer, Inc. We understand the importance of reducing the spread of this virus, and as always, the healthy and safety of our customers and staff remains our top priority. We are committed to providing you with the quality service you are accustomed to in a safe and timely manner.

Thank you for your patience and continued support during these extraordinary circumstances. Please don't hesitate to call us at 847-884-8300 with any questions or concerns.