



HVAC • PLUMBING  
PETROLEUM PRODUCTS • GENERATORS

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March 27, 2020

Dear Valued Customers:

As COVID-19 continues to impact our families, our businesses, and our communities, I wanted to reach out to you to update you on how we are approaching the situation at Long Energy.

First and foremost, we plan to continue business as scheduled. New York State has declared fuel delivery and service an essential business, and we will be here to meet any of your needs, including 24/7 emergency services. The health and safety of your family and our employees is our number one priority, and we will strive to provide you with the home comfort, safety, and reassurance you deserve.

We are closely following the Centers for Disease Control's (CDC) guidelines and recommendations on the steps we can take to help prevent the spread of the virus and have shared specific instructions with our employees; we will continue to monitor the recommendations and make any necessary changes. In addition, we wanted to advise our customers of some steps we are taking during this time.

Service Appointments. If you or someone in your household is showing signs of illness, including fever or flu-like symptoms, we ask that you reschedule any upcoming technician visits to your home. If you are unable to reschedule before the technician arrives, we ask that you notify him or her before they enter your home.

Paperless Statements - For any residential customers, if we have an e-mail address on file, all statements and invoices will be sent by e-mail, unless you contact us advising us you wish to continue to receive them by mail. We strongly encourage all our customers to switch to paperless statements.

On-line portal – Found at [www.longenergy.com](http://www.longenergy.com), you can sign up or log-in to our on-line portal. The portal allows you to do the following:

1. Pay bills;
2. Review invoices;
3. Request a delivery; and
4. Automatic delivery customers can track the estimated fuel in their tank.

Payments. Currently, we are discouraging payments by cash/check. Our delivery drivers will not be picking up cash/check at a customer's home. Here are some alternative payment options:

1. Credit Card or Debit Card either through the on-line portal or over the telephone; and
2. ACH payments, with your routing number and account number, can be taken and processed over the telephone.

Staying Home More? – Please be conscious of how this may affect your fuel or service requirements and let us know if we need to make any changes to your delivery/service schedule.

Long Energy and its employees have been a part of your community for 75 years. We will continue to be here for you. If you need to get in touch, please reach out immediately to (518)465-6647, [info@longenergy.com](mailto:info@longenergy.com), or chat message on our website. We're here for you and we'll work through this together.

Sincerely,

*Robert Long Jr.*

Robert Long, Jr.  
President