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Northern Ontario Wires Inc.– COVID-19 Response – March 20, 2020

Valued NOW Inc. Customers:

At Northern Ontario Wires Inc. we are committed to the health and safety of our employees and customers. We are closely monitoring the COVID-19 outbreak and are putting measures in place to help protect our staff and the community we serve.

We have made the decision to close our main office in Cochrane, as of Monday, March 23, 2020, to keep our customers and employees safe. However, we are here to continue to serve you via phone, email, and social media. Our office will remain closed until local health authorities determine increased social interactions are safe to resume.

With respect to our electrical crews going to your home or business, we have discontinued in-home visits except for emergency services. We will continue to support our core network and any connections outside your home.

Our Help Desk remains open to assist you over the telephone.

Questions You May Have:

IF YOUR OFFICE IS CLOSED, HOW WILL I BE ABLE TO PAY MY BILL?

NOW Inc. makes it easy to manage your payments with the following options available to you:

- Pay online through your bank
- Make payments at your bank
- Contact our Customer Care Team to pay with your credit card.
- Drop cheques into our outside mailbox

WILL I STILL GET MY INVOICE MAILED TO ME? Yes.

For more information on COVID-19: <https://www.who.int/health-topics/coronavirus>

Thank you for your understanding and compliance with our preventative measures.

Team Northern Ontario Wires Inc.