



NEILSON RESEARCH CORPORATION

Environmental Testing Laboratory

March 23, 2020

Dear Valued Client,

The Neilson Research Corporation (NRC) team would like to extend our heartfelt thoughts to all those impacted by COVID-19. As we navigate the challenges of the COVID-19 pandemic, NRC is committed to helping you continue your operations.

Today, March 23, 2020, the Oregon State Governor, Kate Brown, signed Executive Order No. 20-12 for all Oregon residents to "Stay home, save lives" and to close all non-essential businesses. I want to assure you that our laboratory is considered an "Essential Business" and we WILL REMAIN OPEN. As a laboratory we must continue to provide our clients with quality data for drinking water and wastewater that will protect the public health.

Our most important goal remains the same; the health and safety of our employees, their families and our clients. We have made some new policies to comply with the executive order and with the 6-foot social distancing policy.

- We have temporarily closed our Grants Pass satellite office, and ask that you use the Medford laboratory for sample drop off.
- Only one client at a time will be allowed in our front office for sample drop off or to speak to a client service representative. You may wait in your vehicle or outside until it is your turn.
- A refrigerator for drinking water samples, a cooler for wastewater samples and a plastic tub for asbestos samples have been placed outside. If using this service, please make sure that your bottles or Ziploc bags are properly labeled and all your paperwork is filled out including a phone number and an email address. If you need additional bottles, please call 541-770-5678 and we will bring them out to your car. If you need to make a payment, we can call you for a credit card number or you may leave a check with your samples.
- We ask for your patience for phone calls or emails, as some of our admin staff may be working from home.

Please feel free to call me if you have any questions or concerns. You may contact me at 541-770-5678, or kramsay@nrclabs.com.

Thank you for your partnership and support. Be well and stay safe!

Best Regards,

Kim Ramsay
Vice President