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Dear Lapp Sales Partner,

We wanted to update our representatives and customers with how Pfisterer Lapp LLC has been affected and is dealing with COVID 19. Not much has changed from our last update. At this time, our factory in Leroy, NY is fully operational and working all normal shifts. Although the Governor of New York state has declared a State of Emergency, essential operation are to continue, and this includes utilities and suppliers to utilities. With our unique factory layout, each work station is a safe distance from one another, meaning that our employees do not gather in large groups and therefore maintain an acceptable and safe level of social distancing. Until at least the middle of April, our office staff are working remotely from home to the extent possible, with a subset of operationally essential office staff working on a rotational schedule to support the factory. However, since the COVID 19 situation is very fluid, this could certainly change on very short notice

At this time, most of our suppliers are operating normally to complete our orders. Since a part of our supply chain is in China, we have had to reschedule a few Rodurflex orders and porcelain transmission bell orders, but by and large, we have not seen any major impact thus far. Lead times for some items sourced in China have increased slightly, but this is reflected in all new quotations. Any and all customer delays (which in fact were minimal) have already been communicated, and are regularly discussed in our weekly operations meetings.

The biggest impact we have seen to date from COVID 19 remains a sharp and sudden drop in order intake. To this end, we would appreciate any updates/feedback on projects or noncritical maintenance work that you see coming down the pipeline. We have heard anecdotally that some utilities are moving projects out or putting them on hold for the next several weeks. However, it remains very important to close as many projects and open quotes as we can during this time to keep our factory running at a normal level. Your Regional Sales Manager will be reaching out to you to review all open opportunities, with a view to converting as many as possible to orders.

Thank you very much for your support during these difficult times.

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