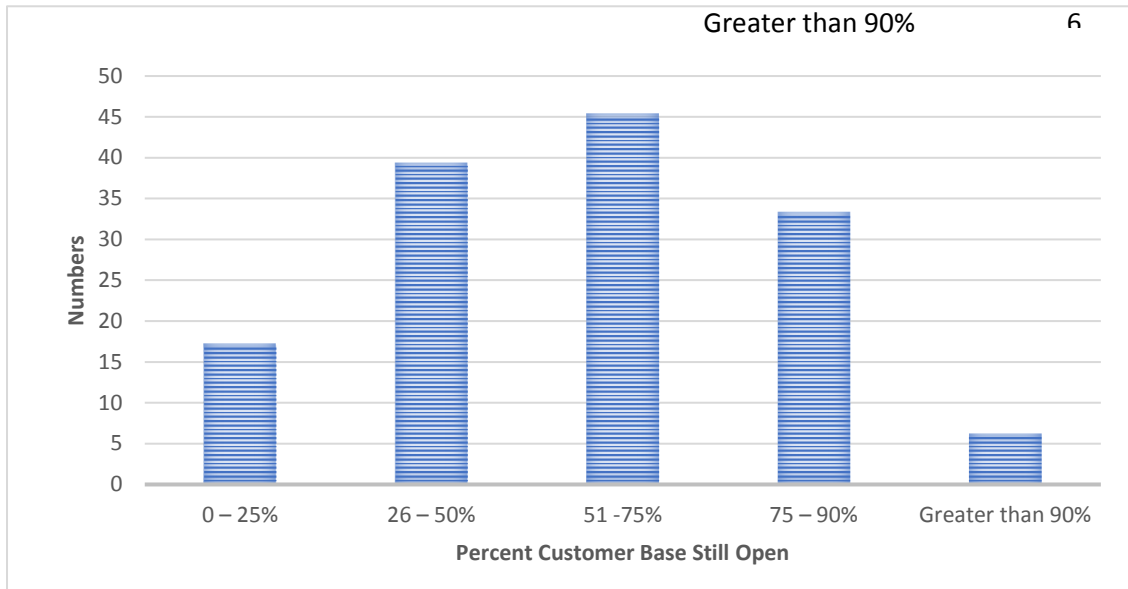


Q&A: Future Planning for the Service Industry Virtual Roundtable

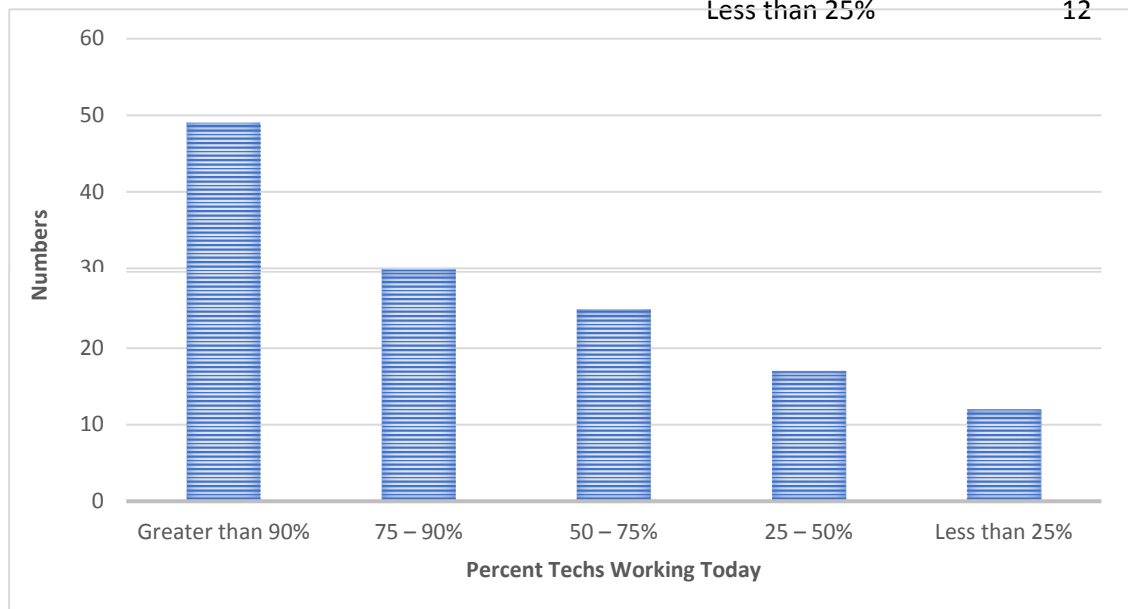
What percentage of your current customer base is still open for business and allowing you access to their systems?

Percent	Number
0 – 25%	17
26 – 50%	39
51 -75%	45
75 – 90%	33
Greater than 90%	6



What percentage of your HVAC/Plumbing service field technicians are working as of today?

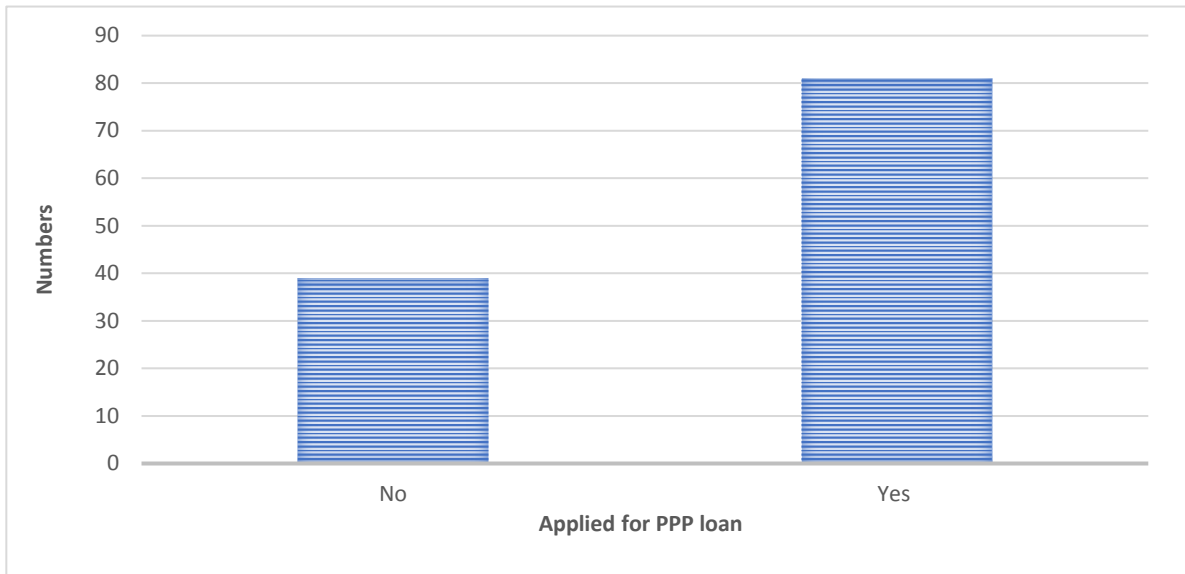
Percent Greater	Numbers
than 90%	49
75 – 90%	30
50 – 75%	25
25 – 50%	17
Less than 25%	12



Have you applied for a loan under the PPP financial act?

Yes/No
No
Yes

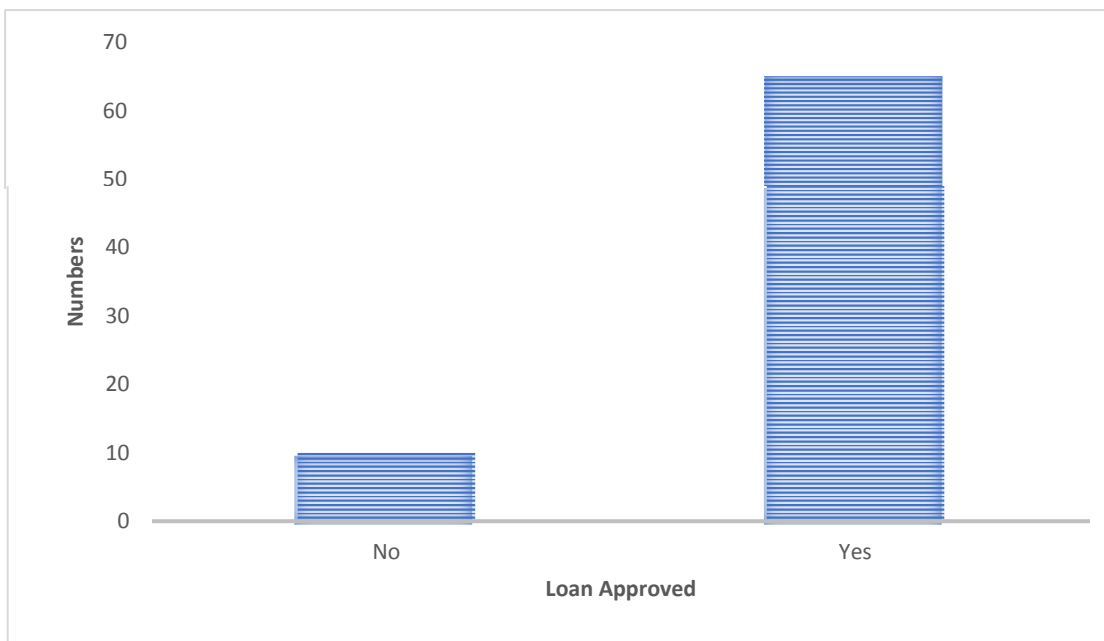
Numbers
39
81



If yes, has your loan been approved?

Yes/No
No
Yes

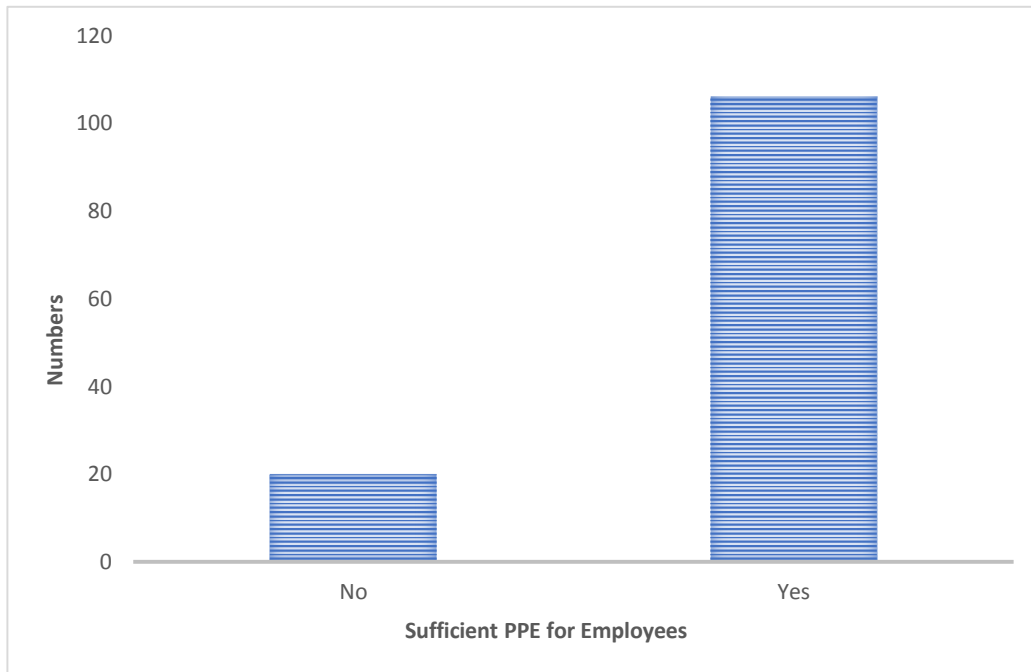
Numbers
10
65



Do you currently have sufficient PPE for your employees?

Yes/No
No
Yes

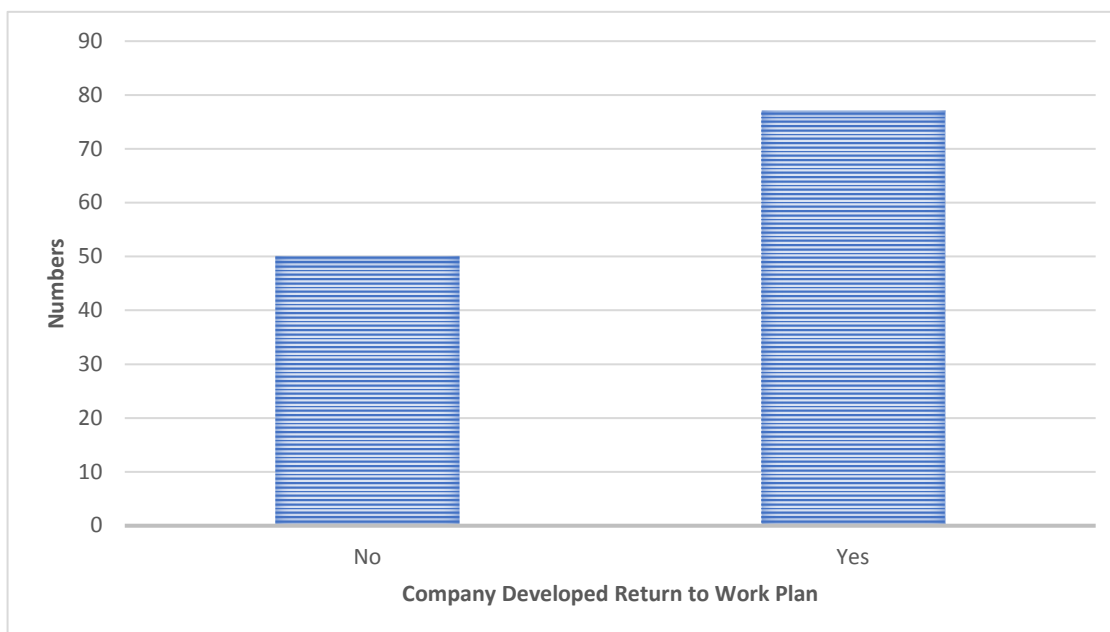
Numbers
20
106



Has your company developed a return to work plan?

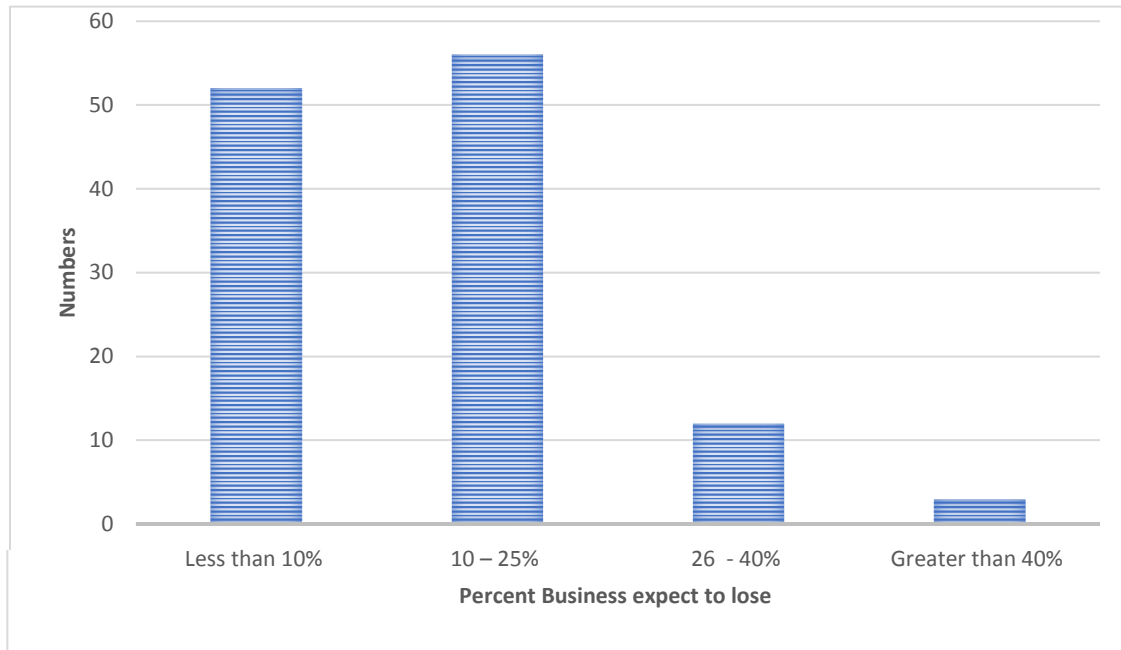
Yes/No
No
Yes

Numbers
50
77



What percentage of business do you expect to lose as a result of the pandemic?

Percent	Numbers
Less than 10%	52
10 – 25%	56
26 - 40%	12
Greater than 40%	3



How long do you think it will take until your business is back to pre-COVID-19 levels after Stay-at-Home orders are lifted?

Time Period	Number
Less than 3 months	27
3 – 6 months	35
6 months – 1 year	40
Greater than 1 year	24
Never	2

