

1/2/2020

ATTN: ROUTE CUSTOMERS

We are in the process of re-configuring our salt/filter delivery routes to accommodate a growing customer base.

What does that mean for you?

You may notice that your next delivery (or two) are either earlier or later than usual. We are doing our very best to ensure that the disruption is minimal, but please do be patient as we work through the changes. If your next delivery date is pushed out farther than we think your salt supply will last based on your usage history, we are adding unscheduled stops to help bridge that gap. As usual, we will call the day prior to your delivery with a helpful reminder.

Delta County customers were transitioned to their new route schedules last month.

Dickinson/Iron/Florence County customers are being transitioned this week. By the end of this week, you will be able to log into your online account and see an accurate 'Next Delivery Date.' Menominee/Marinette County Area customers will be transitioned in early February.

As always, if you find that you are running low on salt, please let us know ASAP so we can get to you within a week or so of your call. Early notification is especially important if you live in one of our more remote service areas.

Thank you so much for your business- we know these changes can be frustrating, but they are necessary to improve consistency & efficiency for our delivery route customers and to keep our salt and filter prices as low as possible. A formal Delivery Route Policy is being revised and will be distributed in the coming weeks as well.

Please do not hesitate to call our office with any questions or concerns- (906) 497-5764