
Dear Valued Customer

In this swiftly changing environment, ABB is adapting to the current challenges to continue to support you and your evolving business needs. Above all, the health and safety of our employees, customers and partners remains our number one priority and we are working hard to make sure we minimize risks related to the spread of COVID-19.

At the same time, we are striving to help customers maintain business continuity and our lines of communication remain open. We have a national team of field application engineers (FAEs) with design build and local code expertise prepared to assist in your client project needs. We are leveraging virtual technologies and methods to ensure we are available to support your application requests without the need for travel or in-person meetings.

Be advised that ABB is part of the [Critical Manufacturing Sector](#) under the Cybersecurity and Infrastructure Security Agency (CISA) within the U.S. Department of Homeland Security (DHS). As well, we continue to work with governors of those states with ABB manufacturing facilities to ensure adherence to state requirements, employee safety and business continuity. Consequently, with added safety measures in place, **we are currently fully operational in all supply chain production and operations facilities that support the US market.**

To better serve you, we have launched an [ABB Rapid Response](#) website for quick and timely access to key reference materials and contacts. Check back often as we will provide frequent updates on this site.

In short, we are here to serve you and the country. Bookmark the [ABB Rapid Response](#) website for the latest information on additional stock, short cycle and emergency response solutions. For additional support, contact your local account manager or [contact us](#) to let us know how we can help. Thank you for your partnership.

Best Regards,

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