



March 16th, 2020

AN OPEN LETTER TO OUR CUSTOMERS REGARDING COVID-19

ERP Power continues our best efforts to protect our customers and employees from being impacted by the COVID-19 pandemic. ERP is pleased to announce our factory in Zhuhai China has been operating at full capacity since March 9th to produce our high-quality [LED drivers](#) and [light engines](#). March 2020 is shaping up to be our largest production output in the history of the company. The city of Zhuhai has had no new cases of COVID-19 since February 18th, 2020.

I have been physically onsite at our China facility for multiple weeks working alongside our production, operations, quality, and supply chain teams to ensure everyone at ERP does our part to ensure you receive your orders in a timely manner. Lead times have increased to 8-10 weeks for now, and we are collaborating closely with our component suppliers to return to our standard 6-8 weeks lead times within the next 60 days. The most up to date information we are receiving from our shipping and logistics providers is ocean transport times have increased from 5 weeks to 7 weeks based on the reduced number of vessels operating between Hong Kong and Los Angeles.

ERP Power is encouraging all of our customers and authorized distributors to review your LED driver and light engine demand forecasts for Q2 and Q3 2020 to ensure alignment with the current 13-17 weeks total supply chain lead time, depending on the mode of shipment. We have done our best to anticipate the demands of customers based on historical run-rates and known new projects. However, actual purchase orders continue to drive our manufacturing priorities.

ERP continues to monitor the regular COVID-19 updates from [WHO](#), [CDC](#), the [White House](#), and the [Arizona](#) and [California](#) Health Departments to ensure the safety of our employees. ERP is leveraging our teleconference and video conference capabilities to continue our proactive rhythm of operational, commercial, supply chain, and customer meetings to comply with workplace distance guidelines. The ERP IT systems operate on a hybrid cloud infrastructure that provides resiliency for our customer service and business applications, along with secure remote access for those team members working from home. ERP's response to COVID-19 aligns closely with the [CDC Environmental Cleaning and Disinfection](#) recommendations, [OSHA Guidance on Workplace Preparedness](#), and [CDC Guidance for Business Response](#).

If you have any questions or concerns, please contact your authorized ERP Power representative or email SaveEnergy@erp-power.com.

The health and wellbeing of our employees, customers, suppliers, and all who visit our facilities is a priority. I wish you, your colleagues, and friends and family safety and wellness.

Sincerely,

A handwritten signature in black ink that reads 'Michael Archer'.

Michael Archer
CEO, ERP Power
marcher@erp-power.com