

# EXTREME COLD WEATHER SERVICE POLICY FOR READY-MIXED CONCRETE 2022-2023

In an effort to deliver **quality ready-mixed concrete** in Iowa, Minnesota, and Wisconsin, along with providing safe working conditions for all of our employees and equipment, Cemstone has an Extreme Cold Weather Service Policy for the delivery of ready-mixed concrete for the 2022-2023 winter construction season.

This policy states that, on any given day at any given location when the **ambient temperature** is **-5°F** or below and/or when the **wind chill** factor is below **-20°F** or other extreme winter conditions exist, ready-mixed concrete deliveries will be delayed and may not occur. There are many factors, other than daytime temperature, that will be considered when making winter time deliveries. These factors include, but are not limited to: the overnight low temperature, road conditions, fog, ice, blowing snow, visibility, distance to the job site and travel advisories. All deliveries are at the discretion of Cemstone management in each region.

There may be a few rare cases when, after all things are considered, concrete will be delivered when conditions are slightly outside this policy. When this occurs, **the contractor will be responsible** for any quality issues that may occur due to the protection of the concrete or driving conditions that may delay delivery during extreme cold weather conditions. During these extreme conditions, it is recommended to order a minimum of two yards of concrete, and it is imperative that the ready-mixed concrete trucks are unloaded in a timely manner to ensure the concrete quality.

## STANDARD DELIVERY HOURS

- Monday thru Friday from 7:00 AM to 4:00 PM

*During extreme cold weather conditions, hours may vary allowing for proper warm up time for our equipment, heating water and aggregates, snow removal and clean up time so as to provide you the quality and safe service you expect from Cemstone.*

STANDARD CUSTOMER SERVICE WINTER HOURS	START DATE	PHONE	
Metro (Twin Cities)	6:00 am to 5:00 pm	November 7, 2022	651.688.9520
Jordan, MN	7:00 am to 4:00 pm	November 7, 2022	651.492.3939
Owatonna, MN	7:00 am to 4:00 pm	November 7, 2022	507.446.2410
Southwestern, MN	7:00 am to 4:00 pm	November 7, 2022	507.847.3001
Northern, MN	7:00 am to 4:00 pm	November 7, 2022	320.676.3365   800.955.6105
Durand, WI	7:00 am to 4:00 pm	November 7, 2022	715.672.5008
New Richmond, WI	7:00 am to 4:00 pm	November 7, 2022	715.246.4238   800.555.9415
Turtle Lake, WI	7:00 am to 4:00 pm	November 7, 2022	715.986.4442   866.279.2221
Northwood, Iowa	7:00 am to 4:00 pm	November 7, 2022	641.324.1063   800.658.3081
Fort Dodge, Iowa	7:00 am to 4:00 pm	November 7, 2022	515.955.6781

*During extreme cold weather conditions, hours may vary. For morning deliveries you must call the prior day before 3:00 PM, so we can deliver and prepare materials for the service you expect.*

Please contact your account representative with any questions.

We appreciate your understanding and cooperation. It is Cemstone's goal to deliver a quality product to our customers without compromising the safety of our employees or yours.



For concrete placing services during extreme cold weather conditions, please reference Cemstone's Extreme Cold Weather Service Policy for Concrete Placing Services.