

EXTREME COLD WEATHER SERVICE POLICY

FOR READY-MIXED CONCRETE

2023-2024



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 during the 2023-2024 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 -20°F** or below, or other extreme winter conditions exist, ready-mixed concrete deliveries will be delayed or may not occur. There are many factors other than daytime temperature that will be considered when making winter 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 ARE MONDAY - FRIDAY FROM 7:00 AM TO 4:00 PM

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

BEGINNING NOVEMBER 6, 2023		
STANDARD CUSTOMER SERVICE WINTER HOURS		PHONE
Metro (Twin Cities)	6:00 AM to 5:00 PM	651.688.9520
Jordan, MN	7:00 AM to 4:00 PM	651.492.3939
Owatonna, MN	7:00 AM to 4:00 PM	507.446.2410
Southwestern, MN	7:00 AM to 4:00 PM	507.847.3001
Northern, MN	7:00 AM to 4:00 PM	320.676.3365 800.955.6105
Durand, WI	7:00 AM to 4:00 PM	715.672.5008
New Richmond, WI	7:00 AM to 4:00 PM	715.246.4238 800.555.9415
Turtle Lake, WI	7:00 AM to 4:00 PM	715.986.4442 866.279.2221
Northwood, IA	7:00 AM to 4:00 PM	641.324.1063 800.658.3081
Fort Dodge, IA	7:00 AM to 4:00 PM	515.955.6781

Hours may vary during extreme cold weather conditions. For morning deliveries, you must call **before 3:00 PM the prior day** so we can prepare and deliver 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.