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Liberty Utilities
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March 23, 2020



Chairman DeAnn T. Walker
Commissioner Arthur C. D'Andrea
Commissioner Shelly Botkin
Public Utility Commission of Texas
1701 N. Congress Ave.
Austin, TX 78701

Re: Project No. 50664, Issues Related to the State of Disaster for the Coronavirus Disease 2019

Liberty Utilities (Sub) Corp., ("Liberty" or "Company") appreciates the opportunity to respond to the Memorandum filed on March 16, 2020 in the above-referenced matter and inform you about our initiatives to ensure safe and reliable operations during the COVID-19 pandemic. Liberty currently owns and operates three separate regulated water and/or wastewater utility subsidiaries in Texas.¹ We want to provide you with an update on the actions we have taken across our company to protect the health and safety of our customers and employees and to help ensure that the communities we serve can continue to count on the essential water and wastewater services we provide every day.

Liberty has a Business Continuity Plan which addresses Pandemic related issues and loss of work force. The Pandemic Plan has eight phases with specific actions required for each phase. A Pandemic Task Force has been established both at the corporate and local level. Our Task Force has worked diligently over the last several weeks evaluating how the virus might impact our organization and the communities we serve, and how we can respond appropriately. Liberty's teams meet daily to discuss the current situation, actions status, employee ready to work status, and what additional actions should be taken to protect the health and safety of our employees and customers during this ever-changing environment.

Liberty continues to monitor the situation and actively share updates and information with its customers via emails, our website, and through social media channels. Customers can find information and updates regarding this matter on the page we added to our website. Each time an update happens, these will be shared with customers via email, social media posts, and updates on the webpage.

¹ Liberty Utilities (Woodmark Sewer) Corp., Liberty Utilities (Tall Timbers Sewer) Corp., and Liberty Utilities (Silverleaf Water) LLC



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Liberty has suspended service disconnections for non-payment. This temporary suspension, through at least May 1, 2020, includes residential and business customers. Effective March 23, 2020, Liberty customer walk-in centers will be closed until further notice. Safety of our employees and customers is of the utmost importance. Liberty will continue to monitor the situation and open its service centers when it is safe to do so. Liberty will inform customers of the closures and provide information on other available payment methods such as using drop boxes located outside our walk-in centers and paying online. Liberty encourages customers who have questions or who may be facing potential hardship to contact customer service. We can assist customers with payment arrangements should they be needed.

We recognize that it is sometimes necessary for utility companies to respond to extreme conditions and disasters. We know our customers and communities depend on us now more than ever. Liberty takes responsibility to provide reliable, continuous and high quality service very seriously. We remain focused on providing safe, reliable water and wastewater services during this very difficult situation. We will continue to update you, our customers, and our employees as things change.

Please let me know if we can provide any further information to the Commission regarding Liberty's COVID-19 pandemic response.

Respectfully,

Matthew Garlick,
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cc: John Paul Urban, PUC Executive Director
Connie Corona, PUC Chief Program Officer