



Control Number: 50664



Item Number: 78

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March 20, 2020

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Public Utility Commission of Texas
1701 N. Congress Avenue
Austin, TX 78701

RE: Project No. 50664- *Issues Related to the State of Disaster for Coronavirus Disease 2019*

Colorado Valley Telephone Cooperative and its affiliates ("Colorado Valley") provides this response to the Public Utility Commission of Texas' ("Commission") request for information regarding the steps our organization is taking to mitigate the negative effects of Coronavirus COVID-19. We are sensitive to the impact this is having on our customers and employees, while also recognizing the importance of keeping our fellow Texans connected. With these thoughts in mind we have implemented the following measures:

- Signed the FCC's Keep America Connected Pledge to pledge for the next 60 days to:
 - not terminate service to any residential or small business customers because of their inability to pay their bills due to the disruptions caused by the coronavirus pandemic;
 - waive any late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus pandemic; and
 - open its Wi-Fi hotspots to any American who needs them.
- Implemented stringent hygiene control- extra attention directed to wipe down door handles, rest rooms, telephones, keyboards, drawer handles; hired professional cleaning service to disinfect building.
- Separate employees with some working remotely and also holding conference calls rather than in-person staff meetings. Non-essential travel has been discontinued.
- Closed the business office to the public with the drive-thru open and encourage customers to conduct business via phone calls, email or on our website.
- Establish call screening procedures before employees are scheduled for staking, installs or repairs at a customer location.
- Continue to monitor release from the Public Utility Commission, the Governor's Office, Texas Department of State Health Services, the Center for Disease Control and Prevention, and the World Health Organization until the health risk from COVID-19 is diminished and employees can safely conduct business.

Any questions for Colorado Valley concerning this matter can be directed to 979-242-5911 or <https://www.cvctx.com/contact-us/>.

Sincerely,

A handwritten signature in black ink, appearing to read "Kelly Allison", is written over a horizontal line. The signature is fluid and cursive.

Kelly Allison
General Manager