



Control Number: 50664



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EL OSO WATER SUPPLY CORPORATION

P.O. Box 309 • Karnes City, Texas 78118-0309
4098 S. Hwy 181 • Kenedy, Texas 78119

"This institution is an equal opportunity provider, and employer."

(830) 583-3543

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email: elosowsc@elosowater.com

March 26, 2020

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 2019

Like many organizations, El Oso WSC is following the guidance from local, state, and federal public health officials to limit the spread of the coronavirus that causes the COVID-19 illness. Effective March 19, El Oso closed its office to the public. While our field operations and some essential functions at our facilities require a portion of our staff to come to the office. Office staff practicing safe social distancing and sanitize counters, door handles and phones. Our Field Staff to follow social distancing practices with customers.

We have several other ways available for you to conduct business:

1. Paying through your bank with its bill pay system
2. Creating an auto-payment profile online at elosowsc.com
3. Pay by phone by calling (877) 460-6694
4. Mailing in your bill
5. Using the Drive-thru lane or Night Drop Box

We continue to be available via phone and email, and all emergency calls will be answered. Transfers, new installs, and other like business should be conducted via email to the greatest extent possible. Should an in-person appointment be required, they will be done on a case-by-case basis and by appointment only. All forms are available online and can be emailed to elosowsc@elosowater.com. It is our desire to keep ongoing projects moving forward as seamlessly as possible while also being vigilant about preserving the health of our staff and the operation of the community's water system.

It is our hope, as we're sure it is yours, that collectively adhering to the guidance of health officials will offer the best protection for our communities and provide the best chance to resume normal business operations as soon as possible.

Sincerely,

Carolyn Pfeil Black
General Manager