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March 27, 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

Dear Commissioners,

The Undine group of companies, which includes water retail provider Undine Texas, LLC and wastewater retail provider Undine Environmental, LLC, provides the following in response to PUC Project No. 50664 – Issues Related to the State of Disaster Coronavirus Disease 2019. As set forth below, Undine has taken significant actions in response to the disruption. Undine continues to work with its industry peers to identify best practices and to refine actions as it develops further information in response to this rapidly changing environment.

1. Undine is currently refraining from shutting off customers and is not assessing late fees for delayed payments.
2. To ensure the protection of the limited staff working in the office, Undine has implemented a new cleaning protocol, which includes aggressive sanitary wipe-down of all frequently-touched surfaces. Hand sanitizers and wipes are located in each individual office and throughout the common areas. Undine has circulated and posted applicable CDC, WHO, and other appropriate notifications throughout the office.
3. While the customer payment center is open for customers to make in-person payments, customers are not allowed into Undine's offices, and all in-person payments are being conducted according to all appropriate protective procedures.
4. No contract operational staff are allowed into Undine's offices.
5. In anticipation of the county-initiated stay-in-place orders, and recognizing its role as an essential provider, Undine had magnetic signs made for all of the contract operations trucks and contract operations staff that will remain on the road and operational. Undine has also had ID Badges made for those personnel. For redundancy and precautionary measures, Undine did the same for its own Corporate operational employees.
6. Undine has coordinated with its contract operators on their preparedness and planning. Undine has obtained operational plans from those contract operators.
7. Undine has provided a list of essential employees to those county governments that are currently receiving that information.
8. Undine has been providing and updating information on its website, including information correcting misinformation circulating in the communities in which Undine operates (e.g., whether COVID-19 can be spread through drinking water).
9. On March 3, 2020 and March 10, 2020, Undine distributed memos to all of its employees and contract operators providing notice of several items, including: (1) general hygiene instructions to all of its staff of regular hygiene steps to protect from the spread of the Virus, (2) implementing a limited in-office work staff; (3) initiating work-from-home procedures and (4) ongoing monitoring of the situation through the appropriate governmental entities and committing to provide updates and updated policies as appropriate. Undine has since circulated an updated memo refining its in-office and work-from-home requirements and procedures in accordance with local requirements.
10. Unless ordered or directed otherwise, Undine will keep its corporate office and call center open and maintains fully functional operations for the duration of the disruption.

As indicated, Undine has taken aggressive steps to protect its staff and to comply with all applicable governmental orders and recommendations, while staying committed to remaining fully operational to serve its customers during this time of disruption and economic depression. Undine is happy to provide additional details regarding the items identified above—either to PUC or directly to other industry members.

Kind regards,

Carey A. Thomas
Senior Vice President

cc: Edward R. Wallace, President and Chief Executive Officer, Undine
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