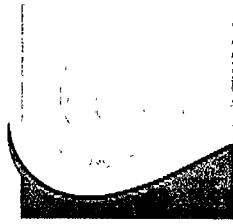


Control Number: 50664



Item Number: 145

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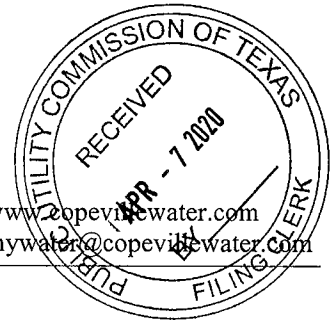


Copeville SUD

Strengthening our community with
quality and service

Office 972-853-4630
Fax 972-853-0060

www.copevillewater.com
mywater@copevillewater.com



April 07, 2020

Copeville Special Utility District has implemented the Collin County directives for Covid-19. Copeville SUD operators are alone in the districts trucks, we have also posted the Collin County Public Guidance Novel Coronavirus (COVID-19) sheet in the break room and on the inside doors of the water office. Copeville SUD has limited the amount of employees which are allowed in the office. The district is promoting frequent hand washing and have provided soap and running water, we are also informing our employees that if they do not feel well to stay at home and call the Lead Operator of their absence.

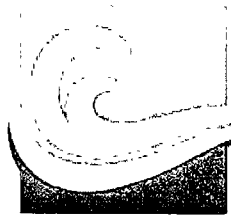
Copeville SUD cleans the water office with a solution of bleach and water twice a day, and has shut the water office to all customer traffic. Copeville SUD has hand sanitizer on the desk for employees to use anytime they deem it necessary and we are encouraging the use of gloves when handling money or frequent hand washing. Copeville SUD is also following the directives of the Public Utility Commission and are adopting Project No. 50664 under Ordinance No 2020.003 and Resolution No 2020.02 at our April 2020 and May 2020 meetings.

Copeville SUD will be either be cancelling the Board of Directors meeting or using a video conference mechanism for the monthly meetings.

Thank you,

Darlene Hurth

Darlene Hurth
Office Manager
972-853-4630 office
972-853-0060 fax
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Effective Wednesday, March 18, our office will be closed to public access.

Our operations will be ongoing and staff will be available for customer care by phone.

MAKING PAYMENTS

Our online bill pay system can be used to make your bill payments electronically. You can also pay by mail, phone 972-843-1375 / 972-853-4630, or office night drop.

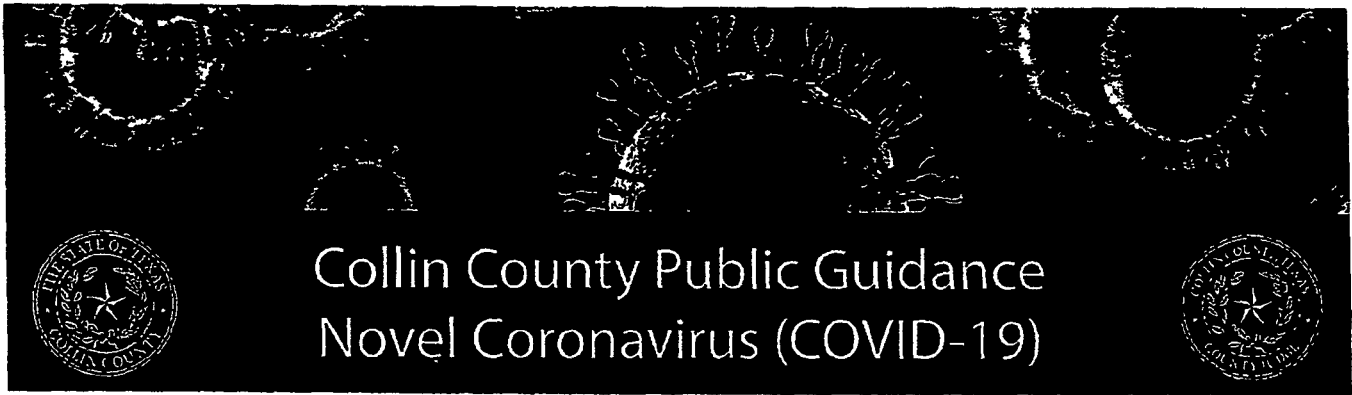
SERVICE APPLICATIONS

If you are needing to establish new water service with us, please use the online Customer Service Agreement form in the Customer Service/New Service Request Page.

CUSTOMER CARE

We will still be available by calling 972-853-4630 to help you with any issues.

We are sorry for any inconveniences this may bring and we will reopen to customers as soon as possible.



Watch for Symptoms

The following symptoms may appear 2-14 days after exposure.

- Fever
- Cough
- Shortness of breath

If you develop emergency warning signs for COVID-19, get medical attention immediately. Emergency warning signs include:

- Difficulty breathing or shortness of breath
- Persistent pain or pressure in the chest
- New confusion or inability to arouse
- Bluish lips or face

Guidance for People at Increased Risk for Severe COVID-19 Illness

People at increased risk of severe illness should stay home and away from large groups of people as much as possible, including public places with lots of people and large gatherings where there will be close contact with others. Gatherings of seniors or other people at higher risk of severe illness should be canceled or postponed. Those at increased risk include:

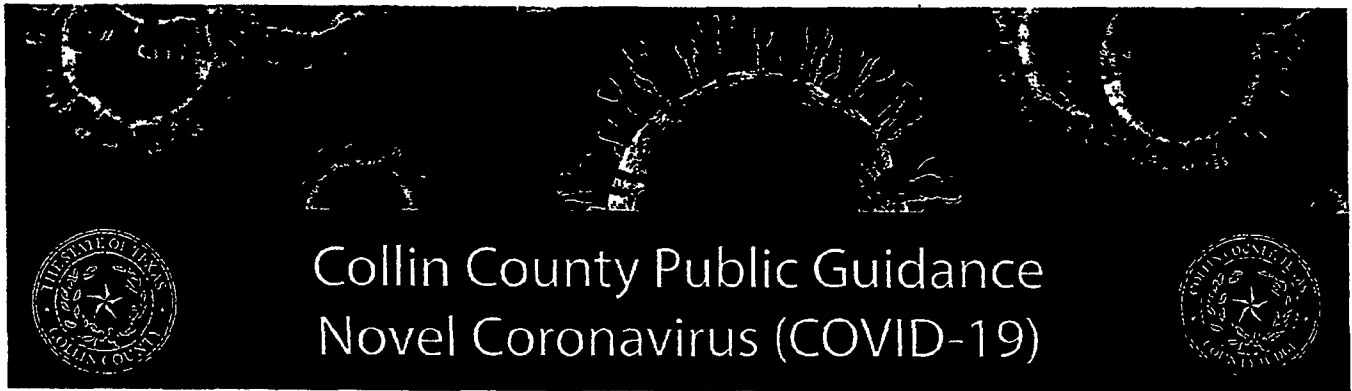
- People age 60 and older.
- People with underlying health conditions (e.g., heart disease, lung disease, diabetes, asthma)
- People with weakened immune systems.
- Pregnant women.

Avoid close contact with people who are sick.

Anyone who has questions about whether their condition puts them at increased risk for severe COVID-19 illness should consult with their healthcare provider.

Guidance for People who are Sick

- If you have symptoms like fever, cough, or other respiratory problems, stay home and self-isolate until you have contacted a healthcare professional.
- Stay home when you are sick. Do not go out in public when you are sick.



- If you are ill in any way, call your doctor's office first before going in.
- Do not go to the emergency room unless you are experiencing a medical emergency. Emergency rooms need to be able to serve those with the most critical medical needs.

Guidance for Senior Living and Assisted Living Facilities

Senior living facilities, assisted living facilities, and other facilities serving populations at increased risk should limit interactions with the general public as much as possible. These facilities should:

- Implement social distancing measures:
 - Reduce large gatherings (e.g., group social events) as much as possible
 - Alter schedules to reduce mixing
 - Limit exposure to the general public
 - Visits should be limited and restricted to residents' rooms
- Implement temperature and respiratory symptom screening of attendees, staff, and visitors.
- Implement short-term closures as needed (e.g., if cases are identified among staff, residents or clients who live elsewhere) for cleaning and contact tracing.
- Clean frequently touched surfaces daily or more regularly.

Guidance for the General Public

- Wash hands frequently with soap and water for at least 20 seconds. Use hand sanitizer when you cannot wash your hands.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Cover your coughs and sneezes with a tissue and throw the tissue away. If you don't have a tissue, use the elbow of your sleeve. Don't use your hands to cover coughs and sneezes.
- Even if you are not ill, avoid visiting hospitals, long-term care facilities or nursing homes to the extent possible. If you need to visit one of these facilities, keep your visit as short as possible.
- Avoid close contact with people who are sick, especially if you are at higher risk for severe COVID-19 illness.
- Get plenty of rest, drink plenty of fluids, eat healthy foods, and manage your stress to keep your immunity strong.
- Clean household surfaces with standard cleaners.
- Stay informed. Information is changing frequently.