



Control Number: 50664



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# CRYSTAL SYSTEMS TEXAS, INC

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Tyler, TX. 75710-1084  
903-592-8509

March 20, 2020

Central Records Filing  
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

Dear Commissioners:

Crystal Systems Texas, Inc. is actively Monitoring and evaluating the latest news and impacts of the COVID-19 pandemic and doing our due diligence in taking all precautions to mitigate the spread of Coronavirus (COVID-19). Crystal Systems Texas, Inc. is taking the initial actions in Response to our National and State Emergency Response to the Coronavirus Disease 2019, Project #50664.

Crystal Systems is providing regular updates to our employees and has advised employees to stay informed about the facts of the virus from reliable sources. We are also requiring employees to practice social distancing while utilizing preventive measures such as the following.

1. Wash your hands thoroughly and frequently with soap. Use hand sanitizer often.
2. Cover your mouth and nose with a tissue when you sneeze or cough then dispose of it.
3. Check your temperature through out the day with the no touch thermometers provided for employees use. Wipe thermometer with Disinfectant wipe after each use and sanitize your hands as well.
4. Keep work Surfaces, Telephones, Computer Equipment and other frequently touched surfaces and office equipment clean by utilizing the provided Disinfectant wipes.
5. Avoid shaking hands and contact with employees as well as using their work stations and equipment.
6. We have also closed the office to the outside Public and put notice on our Web Site, Face Book Page and notification is posted on the outside door with a number to call for assistance. There is also a drop box in place to the right of our main entrance to deliver documents or payments if needed. This box will be checked daily.
7. We have taken the steps to have our office staff be able to work remotely from home to aid our customers with questions or concerns regarding their water supply or account, should the need arise.
8. We have also contacted other Local Utilities to utilize as backup and aid one another in their Utility services should the need arise due to being shorthanded.
9. We are keeping our field crew separated from one another as a precaution. Should the need arise on a job that requires more than one crew member to make a repair they will take all measures to socially distance themselves as much as possible and wash hands and use hand sanitizer when the job is complete.
10. We have stocked our office and field to keep us going during this diffulcult time as supplies are in great demand.

Crystal Systems is taking the Voluntary action in aiding customers during the COVID-19 Pandemic.

1. We will be pausing any disconnections for the next 60 days to insure our customers have the water they need during this crisis. We will re-evaluate as that time nears.
2. For Customers financially affected by the COVID-19 pandemic we will provide relief through payment extensions, late fee waivers and deferred payment plans.
3. We have advised our field crew to avoid any contact with the customers. Customers are advised to contact our office pursuant to the notice on our Website and Facebook refers to doing.

Crystal Systems will continue to monitor the evolving COVID-19 situation and respond as needed with any additional plans for our employees or customers in the weeks ahead. Should you have any questions or concerns please contact me at 903-592-8509, ext. 6516 or email me at [Kathy.baker@crystalsystemstx.com](mailto:Kathy.baker@crystalsystemstx.com).

Sincerely,



Kathy D. Baker

Crystal Systems Texas, Inc.

Office Manager

903-592-8509

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