

Control Number: 50664



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**SouthWest
Water Company**

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March 24, 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,

In response to the memorandum filed on March 16, 2020, by Ms. Connie Corona, Chief Program Officer, this letter details some of the initial efforts we've taken in response to the COVID-19 crisis that is affecting our company, customers, and communities. I also discussed the introduction of these initiatives with Chair Walker telephonically on March 13, 2020.

Our first priority is ensuring customers continue to receive reliable, safe water during this time. To achieve this primary goal, we have implemented three basic initiatives: (1) we have ceased all disconnections for nonpayment; (2) all employees who can perform their functions from home must do so, and those whose work requires them to be in the field or at an office must strictly practice social distancing; and (3) we have closely monitored news sources and industry publications addressing best practices for COVID-19 responses. These initiatives will help us maintain a healthy workforce, allow customers to be assured that they will not be without water, and keep us updated on the best methods to address this pandemic. We have publicized these efforts, as well as responses to common customer questions, on our website at www.swwc.com/covid19/.

Crises like COVID-19 present unique challenges to individuals and businesses across the world, and the utility industry is affected as well. However, we are confident we will meet those challenges and continue to serve our customers and communities high-quality, reliable water at the highest standards of service.

Please do not hesitate to contact me at (281) 207-5931 or at the email address below if you have any questions regarding these efforts. Thank you.

Sincerely,

Jeffrey L. McIntyre
President, Texas Utilities
SouthWest Water Company
jmcintyre@swwc.com

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cc: John Paul Urban, Executive Director
Connie Corona, Chief Program Officer

Enclosure

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Our COVID-19 (Coronavirus) Preparations

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What is SouthWest Water and its subsidiaries doing to ensure customers are protected from COVID-19?

We are carefully monitoring the state and national advisories regarding COVID-19. We are also taking precautionary steps to protect the health of our employees and customers.

- We have shared with our employees the preventative measures provided by the US Centers for Disease Control and Prevention (CDC) on how they can minimize the risk of catching COVID-19.
- We have robust emergency operations and business continuity plans that include the possibility of a pandemic. We have already and will continue to update them for COVID-19, as necessary, to meet our service obligations to our customers and communities.
- If you mail in payments, we are taking measures to ensure your account won't be negatively impacted by late fees if there is a mail service delay. We also highly encourage you to consider enrolling in automatic payments to ensure your payment always posts on time.



Your Water Safety

Per the World Health Organization, 'there is no evidence about the survival of the COVID-19 virus in drinking-water or sewage.' While there is no known risk to the water supply before or after our rigorous treatment, SouthWest Water Company is taking steps to ensure we can continue monitoring, treating and delivering water to homes and businesses in the event of a severe pandemic. SouthWest Water Company is being vigilant to keep your water safe and flowing.

We are working across the state to follow the guidance of the [American Water Works Association](#) and the [Centers for Disease Control and Prevention](#) to protect our drinking water and wastewater system operator team from potential exposure and to safeguard their capability to operate and maintain their systems adequately.

We're Suspending Disconnections

We value our customers and want to make sure they can take care of their families, regardless of their ability to pay. As residents of the communities we serve, we understand that we are all living amidst this public health situation, and we are making decisions out of concern for our customers. In order to prioritize core operations to protect your water, we are suspending all disconnections and collection processes that would normally be made due to delinquent payments on all accounts until further notice.

This decision has been made after thoughtful consideration. By doing so, we are also minimizing employee contact with the public and maintaining our focus on what is needed most at this time—safe, clean and reliable water. Customers will eventually be expected to pay for the water consumed and we are working on making sure this point is understood.

For additional information and ongoing updates on COVID-19, please refer to local and state health departments and the CDC's Coronavirus Disease 2019 ([COVID-19](#)) [hub](#).

Other questions you may have

Should I be worried about a possible water outage?

Our operators will be closely monitoring our systems and performing essential tasks to ensure water is safe and flowing. Most causes of outages are unpredictable, but our teams are on alert to be able to handle any issue that may occur. If any outages occur, we will be sure to keep our customers

notified and up-to-date.

Should I boil my water?

According to the CDC, COVID-19 has not been detected in drinking water, and conventional water treatment methods that use filtration and disinfection, such as those in most municipal drinking water systems, should remove or inactivate the virus that causes COVID-19. Read more here: <https://www.cdc.gov/coronavirus/2019-ncov/php/water.html>

Customer Service Contact Information

Alabama: 866-674-7992; ALcustomersupport@swwc.com

California (Suburban Water Systems):

San Jose Hills Office: 626-543-2640; sanjosehills@swwc.com

Whittier/La Mirada Office: 562-944-8219; WhittierLaMirada@swwc.com

Oklahoma: 866-654-7992; TXcustomercare@swwc.com

Oregon:

Cline Butte, Inc.: 541-504-2305

Mountain Lakes, Inc.: 541-850-5566

South Carolina: 843-768-0641; SC-customerservice@swwc.com

Texas: 866-654-7992; TXcustomercare@swwc.com

COVID-19 RESOURCES

- › [CDC](#)
- › [EPA](#)
- › [White House](#)
- › [Association of State Drinking Water Administration \(ASDWA\)](#)

STATE-SPECIFIC COVID-19 INFORMATION

- › [Alabama](#)
- › [California](#)
- › [Oregon](#)
- › [South Carolina](#)

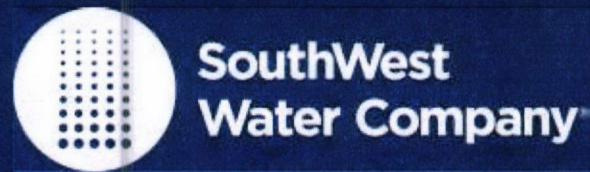
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