



Control Number: 50664



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FOUKE WATER SUPPLY CORPORATION
156 FM 1254
Mineola, TX 75773
903-967-3304



March 25, 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, Issue Related to the State of Disaster for Coronavirus Disease 2019

In response to the Public Utility Commission of Texas' (Commission) request for interested parties to inform the Commission of initiatives related to COVID-19 under Project No. 50664, I am informing you the measures Fouke Water Supply Corporation (Fouke WSC) have taken thus far.

Fouke WSC is actively monitoring and evaluating the latest news and impacts of the COVID-19 pandemic. We understand some customers might be concerned about the safety of their drinking water and have posted educational information on our website and at the office to help assure their health is our top priority.

For the time being, our office and field staff will continue to operate as normal and follow CDC's recommendations to eliminate the spread of COVID-19. In keeping with social distancing recommendations, we have eliminated walk-in traffic from the public in our business office. Our patrons can still call the office with questions or concerns and for emergencies. Payments can be made through the night drop beside the front door, by mail, online through our website or at any Mineola Community Bank.

Fouke WSC also recognizes the economic impact the virus may have on our members. Therefore, we have temporarily suspended disconnects and will work with each member whose income has been impacted by COVID-19 to develop a payment plan according to their circumstances.

Please do not hesitate to contact me, should you have any questions.

Respectfully,

A handwritten signature in cursive script that reads "Kristi Hirsch".

Kristi Hirsch
General Manager
Fouke Water Supply Corporation
903-967-3304