



March 18, 2020

RE: Coronavirus (COVID-19) Update

Dear GBRA Retail Customers:

As you are aware, there is a growing concern over the coronavirus (COVID-19) as it continues to evolve. Please know that the Guadalupe-Blanco River Authority (GBRA) remains committed to providing safe drinking water to you, our valued customer.

The Environmental Protection Agency (EPA) drinking water regulations require treatment of public water systems to remove or kill pathogens, including viruses. GBRA's water treatment plants use chlorine as a disinfectant for bacteria, viruses and other pathogens, and staff performs chlorine testing in accordance with EPA regulations. It is important to know that your drinking water supply is safe.

We are also taking precautions to protect our staff from any illness that would disrupt service. We have operations staff that are cross-trained and licensed at multiple facilities to ensure safe and reliable treatment of water and wastewater in the areas we serve.

In order to promote the Center for Disease Control and Prevention (CDC) social distancing recommendations, we are encouraging retail customers to pay bills online or by phone using a credit card, or by mail. To pay online, access our website at www.gbra.org and click on "Pay My Bill" in the top right-hand corner. To pay by automated phone, call (855) 925-1661. Checks and/or money orders can be mailed to GBRA, 933 East Court Street, Seguin, Texas 78155. Cash payments will not be accepted at this time as the GBRA lobbies are closed.

Beginning on, March 18, 2020, GBRA will be crediting customer accounts after the transaction for credit card processing fees on payments made online or by phone. GBRA is also temporarily halting late payment fees and disconnections due to non-payment.

We will continue to monitor State and Federal health agencies' guidance and recommendations for potential impacts in order to serve you. GBRA values your business and we remain committed to providing safe and reliable service to you during this time.

If you have any questions or need any additional information, please do not hesitate to contact GBRA at 830-379-5822 or comments@gbra.org.

Sincerely,

Kevin Patteson
General Manager/CEO