



Due to the extraordinary need for precautionary measures we are facing as a community and as a nation, Hawley WSC would like to keep you informed on the necessary steps we are taking to maintain public health and safety. I would like to also let you know; your drinking water is safe for consumption.

The United States Environmental Protection Agency (EPA) States, **“The EPA has established regulations with treatment requirements for public water systems that prevent waterborne pathogens such as viruses from contaminating drinking water and wastewater. Coronavirus, which causes COVID-19, is a type of viruses that is particularly susceptible to disinfection and standard treatment and disinfectant processes are expected to be effective.”** The EPA is coordinating with their federal partners, including the Centers for Disease Control and Prevention (CDC), and will continue to provide technical assistance and support, as appropriate.

Rest assure that your drinking water is safe in all phases, from the treatment process, to pump stations, to the distribution system, to your tap. We are constantly monitoring the water quality leaving our pump stations, throughout the distribution system.

The nature of Hawley Water Supply Corporation will continue to remain open throughout this pandemic. In order for us to continue the service of water you require to wash your hands and sanitize your home, we are asking that all customers that require to come to the office be in good health to prevent the spread of the COVID-19. If you have a runny nose, cough or not feeling well, please stay home. The health and safety of our staff hinges on not encountering someone sick.

To avoid the spread of the virus, Our lobby doors will be locked, and we will continue our day to day business. If you need to visit the office, these visits will be by **appointment only**.

We have currently established the following measures to limit contact:

- Pay online at hawleywsc.com
- Pay by phone by calling 1-877-811-8471
- Drop off your payment in our drop box in the front of the building
- Mail payments to PO BOX 296, Hawley, TX 79525
- Sign up for auto draft payments, we can mail you a form or you can print out the Bank Draft form on our website. Under “Forms and Reports”. Please attach a void check to the form.
- Office visits by appointment only: 325-537-9268

Sincerely,

Tim Ferrall
Assistant Manager, Hawley WSC