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### **Procedures in response to coronavirus (COVID-19)**

The City of Robstown is taking proactive measures to ensure the safety of its employees and citizens. The Centers for Disease Control and Prevention (CDC) has released new guidance regarding large events and mass gatherings. Starting immediately and for the next 8 weeks, CDC recommends cancelling all events of 50 or more people.

Ongoing guidance recommends that, in areas where there is even minimal COVID-19, events likely to include 10 or more people at high-risk for serious issues should be cancelled. People at higher risk include older adults and people who have chronic medical conditions such as lung and heart disease, as well as diabetes.

As such, we are implementing new procedures to continue to conduct business. Requests to meet or speak in person with administrative staff, will be conducted via phone or email. We understand this may take extra time, however we are working hard to provide the public with an immediate response or reply back within 72 hours. Additionally, we are limiting persons in each of our lobby areas to two (2) people.

Robstown Utility customers are encouraged to utilize the various payment options available including: night drop box, drive-through, pay by phone (361-387-3554, option 9), and website (<https://robstownutilitysystems.org/bill-payment>).

We appreciate your understanding and cooperation during this time.