

## April 20, 2020 Board of Director's meeting cancelled due to the COVID-19 outbreak

### Hurst Creek MUD, Village of The Hills, and The Hills POA to Temporarily Close Offices to the Public

Out of an abundance of caution and by recommendation of the CDC, Hurst Creek MUD, Village of the Hills, and the POA will temporarily close its offices to public interactions starting Tuesday March 17 at 11:00am. Due to concerns related to the 2019 Novel Coronavirus (COVID-19) this will remain in effect until further notice. Staff will continue to monitor the situation and any changes, including when we will return to normal office access, will be communicated to the community accordingly.

### Hurst Creek MUD and Village of The Hills

Our office staff will continue to provide services remotely. They will be able to:

- Answer resident questions by phone Monday through Friday 7:00am – 4:00pm. Please call us at 512-261-6281.
- Accept credit card payments by phone and on the website, [www.hurstcreekmud.org](http://www.hurstcreekmud.org) (you must sign onto your account)
- Payments by check can be mailed or put in the “Drop Box”/mailbox at 102 Trophy Drive.
- All plumbing and drainage permits can be processed remotely during business hours by calling 512-261-6281.

#### **Continued Trash Collection Service**

Waste Connections will continue to provide trash collection services as normal. We will temporarily discontinue the change out of trash bins unless it is damaged beyond practical use. Please call our office if you have additional questions.

#### **Continued Water and Wastewater Service**

Hurst Creek MUD Water Treatment Operators will continue to work both on-site and remotely to provide uninterrupted service of safe drinking water. As always, our operators are available for water and wastewater emergency calls 24 hours a day 7 days a week.

Hurst Creek MUD is part of TxWarn, a statewide support system for governmental and utility providers for the state of Texas. This is a resource sharing program to help ensure uninterrupted civil and utility services to citizens on the state. Hurst Creek MUD is also a part of a local group of water utility providers in the Lake Travis area that partners together to share resources as well.

#### **Your Water is Safe**

With rising public concern over the spread of COVID-19 (coronavirus), you can be confident that the coronavirus has no impact on the quality or supply of your tap water. \* While it's always recommended to stock food, bottled water, and medicine at home in case of an emergency, Hurst Creek MUD does not expect this health outbreak to disrupt service to our customers. Hurst Creek MUD uses the best industry practices to keep your water safe and deliver water of the highest quality, meeting or exceeding all stringent state and federal drinking water standard requirements.

### Property Owners' Association

Tammy Hargett, POA Community Manager, will begin working remotely M-F 7a-4p. Tammy can be reached by emailing [Hillspro@ciramail.com](mailto:Hillspro@ciramail.com) or calling resident services at 855.947.2636.

- As a reminder, Property Owners can also log on to the resident portal at <https://www.grandmanors.com/> to access accounts, look up balances, print statements, make a payment, or report a violation.

- Architectural Permit Applications are available through the resident portals and will continue to be processed online.
- For gate access questions/issues, the security guards will continue to be available at the Lohmans Crossing and Club Estates entrances or by phone at 512.261.0945.
- ***For any non-emergency issues (loud noises such as late-night parties, family disturbances, collisions (no injuries) and report all suspicious activities), please contact Travis County Sheriff's Office, (TCSO), at 512.974.0845.***

## More Information

For up to date information, including how you can protect yourself and your loved ones, please visit the Center for Disease Control COVID 19 website at:

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

\*Research regarding the novel coronavirus is ongoing. According to the World Health Organization, “Currently, there is no evidence about the survival of the COVID-19 virus in treated drinking-water...” and “...there is no current evidence from surrogate human coronaviruses that they are present in surface or groundwater sources or transmitted through contaminated drinking water.” For more information please visit <https://www.who.int/publications-detail/water-sanitation-hygiene-and-waste-management-for-covid-19>