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MICHAEL A. SOBERT  
*General Manager*

CECILIA PRADO NORMAN  
*Chief Administrative Officer*

March 17, 2020

Re: Temporary Office Changes

To All Residents of Terrebonne Parish and Our Customers:

Effective Wednesday, March 18, 2020 our office lobby at 8814 Main Street will be closed to the general public. Our drive thru windows will be open normal hours, 8am to 5pm Monday through Friday, for paying your water bill or conducting other business with us. You should know that any business that you might have with us can be conducted by phone, 985-879-2495, or by using our website, [www.tpcw.org](http://www.tpcw.org).

This temporary change should allow us to do our part in "flattening the curve" and help protect our employees and you from the spread of the COVID-19 virus. We have and continue to operate under an increased awareness program on disinfection by our employees as well as our premises. Our staff will be outside disinfecting the drive through portals regularly, every hour, for your protection. Our complete staff is available to assist you in your online and in person dealings with your Consolidated Waterworks District No.1. Please follow us on facebook and consult our website, [www.tpcw.org](http://www.tpcw.org), often to know of any changes going on that might affect you.

We encourage you to help prevent the spread of COVID-19 and other virus by doing the following:

- Wash your hands with soap and water for at least 20 seconds
- Cover your mouth when you cough or sneeze
- Clean and disinfect frequently touched surfaces
- Use hand sanitizers with at least 60% alcohol
- Stay home from work if you are sick

Please continue to follow us on social media and visit our website, [www.tpcw.org](http://www.tpcw.org), for additional information. Consider using all of our available options, phone and internet, in your dealings with your Consolidated Waterworks District No.1. There is nothing that you cannot do and accomplish by phone and/or the internet!

Michael A. Sobert  
General Manager