



PRESS RELEASE

FOR IMMEDIATE RELEASE

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BPUB Activates General Emergency Plan

BROWNSVILLE, TX – Because of the threat of the coronavirus (COVID-19) pandemic, the Brownsville Public Utilities Board (BPUB) General Emergency Plan and the Pandemic Response Plan have been activated effective Thursday, March 26, 2020, at 5 p.m.

BPUB operations crews are still working and maintaining utility services, and they are prepared to handle any service-related issues during this time. These employees have been instructed on the disease prevention methods recommended by the Centers for Disease Control and Prevention (CDC).

BPUB offices closed to customers and visitors starting Tuesday, March 17, 2020, at 5 p.m. Offices will reopen after the dangers associated with the coronavirus (COVID-19) pandemic pass. In the meantime, there still are customer service agents ready to assist customers over the phone or by email.

BPUB support staff and crews will remain on duty throughout this situation and will work to restore utility services whenever it's needed and safe to do so. Customers can call 956-983-6300 for service outages and emergencies or use the BPUB web-based app at <https://assist.brownsville-pub.com>. Customers with general questions can call 956-983-6121, Monday through Friday, 7:30 a.m.-5:30 p.m.

The public can rest assured that the utilities will remain abreast of the situation throughout the pandemic. Information is also available on the BPUB website at www.brownsville-pub.com, Facebook at <https://www.facebook.com/brownsvillepub> or Twitter at https://twitter.com/BPUB_Tweets.

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The Brownsville Public Utilities Board is a full-service, locally- owned and operated utility providing electric, water, and wastewater services. It has over 570 dedicated and responsive employees that provide reliable utility services to the City of Brownsville and the surrounding area.