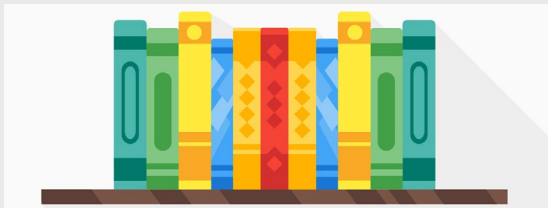




PHOTO BY
ANDY SHARP

DISCLAIMER: This newsletter was printed April 17. All information is current through that date. Please visit bit.ly/COVID19GTX for the latest information.

CITY EVENTS



E-library resources available

While Georgetown Public Library is closed during the Coronavirus pandemic, there are still ways you can access programming and materials.

The library is offering regular virtual story times, activities you can do at home with your family, and other interactive content for all ages and adults on its Facebook page at facebook.com/GeorgetownTexasLibrary.

The library also offers a wide selection of items on its e-library you can use on your personal devices. Use your Georgetown Public Library card to access e-books, e-magazines, and audiobooks from your home. More information is available at library.georgetown.org/our-e-library.

If you are a resident of Georgetown in the city limits, call the library Monday through Friday at **(512) 930-3551** to get a temporary card.

COVID-19 City response

We know you have questions about how the City and area organizations are responding to the COVID-19 situation, and what those restrictions mean for you, your family, and your business.

City offices are currently closed to the public; however, staff are still hard at work to provide you with as many of our services as we can, while complying with the Stay Home orders and CDC guidelines. As of April 17, when this newsletter was printed, City offices plan to be closed through May 11. The statewide orders limiting gatherings and closing non-essential businesses were in place through April 30, but they're likely to have been extended.

We have included important information, including resources for residents, business owners, community groups, and nonprofits, as well as information from local, state, and federal agencies on our website at georgetown.org/coronavirus-information. Please also consider following us at facebook.com/cityofgeorgetown and twitter.com/georgetowntx, and sign up for our weekly e-newsletter at georgetown.org.

FOR MORE CITY AND COUNTY SERVICES:

GEORGETOWN POLICE DEPARTMENT

Emergency: 911 • Non-emergency: (512) 930-3510

GEORGETOWN FIRE DEPARTMENT

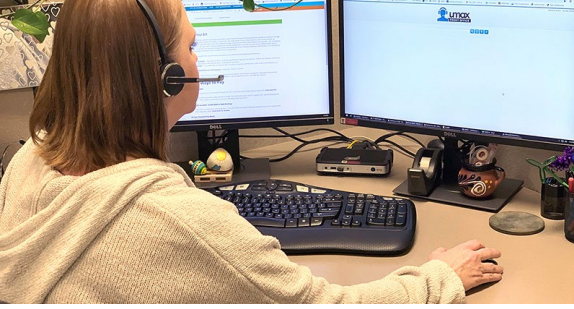
Emergency: 911 • Non-emergency: (512) 930-3473

STAY HOME STAY SAFE ORDER

(512) 943-1600 • wilco.org/coronavirus

CENTRAL TEXAS COVID-19 HOTLINE

(512) 972-5560 • wcch.org/COVID-19



Utility customer assistance programs

As a part of this community and a provider of essential services, we are determined to continue delivering the reliable utilities you need while helping to protect the health and safety of our employees, neighbors and everyone around us.

Since many customers may be facing unusual financial hardships as a result of COVID-19, we are temporarily suspending disconnections for nonpayment. In addition, we are offering payment plans to assist customers with their bills. We know this is a difficult time, and we are committed to serving you and our community. If you are having trouble paying your bill, please call **(512) 930-3640** or visit gus.georgetown.org/customer-assistance-programs to request a payment plan.

We also encourage you to contact one of our community partners, which are listed on our website, as soon as possible to begin working on an assistance plan.

Protect your pipes

With toilet paper being difficult to find at times, people have been using wipes and other paper materials. However, these products do not biodegrade in water and are not made to be flushed. The last thing any of us wants right now is sewage back up. Remember: wipes (and paper towels) clog pipes.

Solid waste and recycling services continue, some programs suspended

Texas Disposal Systems (TDS) continues to operate normally. The transfer station located on Walden Drive remains open to the public. The TDS staff are collecting landfill trash, recycling, brushy, and bulky on normal schedules.

If there are any necessary updates or changes to residential services, the City will work with TDS to notify customers. Updates also will come through the **TDS Waste Wizard** app, which is available for download through Google Play and the App Store.

To reduce employees' potential exposure to bacteria, residents should bag all landfill trash and keep recycled materials loose. However, if you have someone in your household is sick with flu-like symptoms or those similar to COVID-19, please bag and place

all discarded materials into your landfill trash. Do not recycle until everyone in the household has recovered.

Until City facilities can be reopened to the public, the City's Bag-the-Bag program and medication kiosk at the Public Safety Operations and Training Center have been suspended.

The City recommends collecting all film plastic (bread wrappers, cereal bags, etc.) in a single grocery store bag, and saving the contents until the program resumes. As an alternative, residents may also dispose of the film plastic with their landfill trash. If you have a yellow bag already, use it normally. Fill the bag, and when full, place it in your recycling container for collection.

The City also recommends talking with your doctor or pharmacy about disposing of unwanted medications or keeping them until the kiosk is reopened.

If someone in your household is sick



Bag all discarded materials as trash



DO NOT recycle until everyone is recovered



Smart 911

Georgetown residents can sign up for Smart911, which is a free service that allows individuals and families to provide key information to 911 operators. A Smart911 profile is a great way to allow 911 operators to understand more about what they may encounter if they need to respond to an emergency involving you. This includes information that helps first responders make better decisions during COVID-19 operations. Get a profile today or update your existing profile at smart911.com.