## EPWater delivers progress amid pandemic

El Paso Water is marking progress on major construction projects even as we grapple with the COVID-19 pandemic.



The Upson Drive Main Improvement Project in Sunset Heights will reduce breakages and disruptions.

As our city reckons with the enormous impact of COVID-19 on its residents, EPWater forges ahead with capital construction projects, enabling us to deliver on our commitments. We proceed with our essential operations because we have an obligation to our community to provide vital water, wastewater and stormwater services to El Paso.

**Building resilience**

Our world is facing challenging times, and El Paso is deep in the fight. Millions all over the world are living through the pandemic without adequate access to water, and frequent handwashing is crucial to preventing the spread of COVID-19.

We value the dedication of our essential employees – who are on the frontline against COVID-19 – and I could not be prouder of their relentless work ethic.

Our top priority remains keeping our employees, contractors and vendors safe and healthy so we can continue to serve our customers.

We are disinfecting our EPWater facilities and conducting daily temperature checks and periodic testing of employees to ensure a safe work environment because utility systems must flow around the clock.

We adjusted some of EPWater's business operations to meet our customers' needs, but critical construction projects continue uninterrupted. We are tracking progress of several major projects to improve our water infrastructure systems, including:

- Montana Vista Wastewater Collection System – So far, EPWater has completed service line installations for more than 50% of customers in the project's first phase, which will deliver first-time wastewater service to nearly 800 homes in the Far East El Paso community. We pursued and received more than $12 million in funding from the Texas Water Development Board, allowing this project to advance.
- The Upson Drive Main Improvement Project – Our work focuses on replacing aging water and wastewater mains and service lines within the Sunset Heights Historic District, which will reduce breakages and disruptions and improve service to customers. Because of the hard rock soils and sediment in this area, excavation and installation of lines is particularly challenging. But it's important work that needs to be done to complete the neighborhood's system rehabilitation.
- Thomas Manor Park Pond and Pump Station – Now that work is completed, the transformed Lower Valley park boasts a larger stormwater retention pond, improved pump station and new water and wastewater pipes – in addition to improved park amenities for the neighborhood residents.

**Civic responsibilities**

We owe it to our residential and commercial customers to proceed with our critical work to maintain, rehabilitate and improve EPWater's distribution and treatment systems around our city for the benefit of public health.

Safe, secure and sustainable water remains the foundation of a healthy, thriving community and a robust economy.

As our essential work continues in an ever-changing landscape, our customers can rest assured that EPWater remains dedicated to keeping our services resilient. Even though the pandemic forced changes in the way we live and work, our mission endures.

Through the extraordinary efforts of our utility employees, we will ensure our customers have access to reliable and safe water, which is key to preventing the transmission of COVID-19.