



Update

VOL 29 • NO 4

A PUBLICATION OF BLOCK HOUSE MUNICIPAL UTILITY DISTRICT

Apr 2020

Stay Home, Stay Safe! BHC is Weathering the Pandemic "Alone, Together!"

For the most up-to-date information on this continually developing situation, please visit the MUD website, www.blockhousemud.com.

For the safety of our residents and to reduce the spread of COVID-19 in our community, effective immediately and until further notice, Apache Pool and Apache Park amenities (playscape and water fountain), Jumano Park Community Center, Tonkawa Park amenities (playscape and water fountain), and Tumlinson Pool and Tumlinson Park amenities (pavilion, playscape, water fountains, sports courts, and restroom) are CLOSED.

District parks and greenbelts, including trails, remain OPEN. Parents are urged to ensure that their children practice social distancing and take appropriate precautions to reduce the likelihood of contact contamination or other exposure to the virus.

Texas Governor Greg Abbott issued an order on March 31 for all Texans to continue practicing social distancing through April 30. Essential work, errands and exercising are the only allowed activities. The Stay Home Stay Safe directives are intended to help control the spread of the coronavirus by keeping people isolated at home.

The order "does not prohibit people from accessing essential services or engaging in essential daily activities, such as going to the grocery store or gas station, providing or obtaining other essential services, visiting parks, hunting

or fishing, or engaging in physical activity like jogging or bicycling, so long as the necessary precautions are maintained to reduce the transmission of COVID-19 and to minimize in-person contact with people who are not in the same household."

KEEP DRIVERS & WASTE PROCESSING PERSONNEL SAFE

How you can help minimize the potential for coronavirus



- 1** Bag all trash & keep recycling loose


- 2** Empty all liquids before disposing containers


- 3** Safely seal medical waste such as syringes in sturdy, marked containers & place in the trash


- 4** Wipe/disinfect trash cart lid & handles



Utility Billing and COVID-19

At its recent Board meeting, the Board of Directors approved the following temporary changes to the District's Rules concerning utility billing:

- The Board suspended all water delinquency processes, late fees, and disconnections until further notice; and
- Customers impacted financially by the crisis may qualify for a deferred payment plan for their water bill by contacting Crossroads at customerservice@crossroadsus.com and obtaining and completing a hardship application. The Board will review these applications on a case-by-case basis for approval.

Crossroads Utility Services, LLC and the Board of Directors remain committed to providing continuity of water, wastewater and drainage services and assisting our customers during this difficult time. For more information about your water bill and COVID-19, please contact Crossroads at customerservice@crossroadsus.com. Due to high call volumes and our agents working remotely to assist you, email is the preferred way to contact us.

Stage 2 watering restrictions (two days per week) are in effect for Block House MUD

Board of Directors

Cecilia Roberts, President
 Steve Bennett, Vice President
 Byron Koenig, Treasurer
 Rayan Horak, Secretary
 Ursula Logan, Asst. Secretary

Contact the Board at
 www.blockhousemud.com

Block House MUD

General Manager

Jacquelyn Smith
 512-259-0959
 gm@blockhousemud.com

Water Utility Operator/Billing

Crossroads Utility Services

Lisa Torres

512-246-1400
 www.crossroadsus.com
 customerservice@crossroadsus.com

Restrictive Covenants and ACC

Submissions

Pinnacle Texas Management Services
 Tanya Emmons
 512-795-8461
 bhmmud@pinnacletexas.com



Amenity Addresses

Walker House, Tumlinson Park and Pool -
 2600 S. Block House Drive
 Apache Park and Pool -
 3100 Block House Drive
 Tonkawa Park - 301 Susan Lane
 Bike Trail - 2601 S. Block House Drive

Walker House Hours

In accordance with state mandate, the Walker House MUD office is temporarily closed. Call 512-259-0959 for assistance.

Upcoming Events

Apr 9: BHCOA Board Meeting
 Apr 12: Easter Sunday
 Apr 22: MUD Board Meeting

Help Keep Wastewater Lines Clear

During this difficult time of uncertainty and toilet paper shortages, it is understandable--and maybe even likely--that alternatives to standard toilet paper will be used in a moment of desperation. Please remember that **nothing** other than toilet paper (including “flushable” wipes) should ever be flushed. Doing so can cause sewer back-ups in your own home and in the District wastewater lines that serve the entire community, adding up to costly repairs and higher wastewater billing rates for utility customers. Just because it says you *can* flush it, that doesn't mean you *should* flush it.

Please don't make life harder. Dispose of trash in the proper receptacle to keep things running smoothly in Block House MUD!

Cedar Park Fire Department Response Time

Cedar Park Fire Chief James Mallinger presented a report to the MUD Board at its meeting on February 26, relating to the house fire on Kathleen Cove in February.

Chief Mallinger stated that there were three 911 calls received by Cedar Park Fire Dispatch that night. The time from the first 911 call received until Cedar Park Fire arrived on scene was 9 minutes 8 seconds.

Williamson County Dispatch received nine calls regarding this fire. All nine of their calls came in after the first call was received by Cedar Park Dispatch. Chief Mallinger said, “I want everyone to know that there were no delays in providing service the residents of Block House. While I understand it seems like forever when you are waiting to get help during an emergency, the fire department did not take 20 minutes as was stated in the social media after the event.”

A summary of each of the 911 calls received by Cedar Park Fire Dispatch:

Time	Type	Info
23:16:24	9-1-1 Call	CAD CFS Generated - EVENT ID 2020-010971 - CFPD Rpt# 20-0000847
23:17:17	Admin (outbound)	CP Dispatcher made notification to Williamson County by phone
23:17:20	Radio	CPFD units Dispatched - 56 seconds after call received
23:18:28	9-1-1 Call	CAD CFS Generated - EVENT ID 2020-010973 (linked to 2020-010971)
23:19:21	MDT	1st unit enroute (Q5) - 2:57 min after call received, 2:01 min after dispatch
23:23:38	9-1-1- Call	Transfer from Leander PD - caller notated in EVENT ID 2020-010971
23:25:32	Radio	1st unit (Q5) arrived on scene - 9:08 min after call received, 8:12 min after dispatch

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