



Cypress Cove Water Supply Corporation

180 Tanglewood Trail Ct., Spring Branch, TX 78070

Email – ccwsc@gvtc.com

Office – 830-885-2440

Memorandum Emergency and After Hours Contacts

Purpose

- The purpose of this policy is to provide guidelines on reporting and responding to water related emergencies and guidance on who to contact for non-emergency after hours questions or concerns to help ensure the best, most timely response.

After Hours – Non-Emergency

- For non-emergency questions or concerns that cannot wait until normal business hours or the CCWSC Office Manager is unavailable and the question or concern cannot wait for a call back:
 - Randal Queen, UM (830) 660-4594
 - Shelly Ludwig, President (320) 469-0114

Emergencies

- As always, if the emergency warrants emergency fire or medical services, call 911 before contacting CCWSC
 - WaterServices Company (512) 938-2586
 - Pete Casares
 - Randal Queen, UM (830) 660-4594
- Alerts will be sent via the CCWSC Alert system and notices posted on Cypress Cove Facebook Pages and CCWSC Website as soon as possible.

*****We do NOT monitor posts on Facebook pages for emergencies, water leaks or questions. Posting there may delay responses to emergencies and cause additional issues for the system so please follow the proper process for reporting emergencies and leaks.*****