



Representative  
**HENRY RIVERA**  
District 7



## Novel Coronavirus (COVID-19) Update

*March 18, 2020*

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### City to Close Animal Services, Recreation Centers, Libraries, Museums and Zoo *Action to Slow the Spread of COVID-19*

El Paso, Texas — In an effort to limit the impact of the COVID-19 pandemic and for the well-being of the public and City of El Paso employees, the City will close all recreation centers, aquatic facilities, libraries, museums and the El Paso Zoo at 5 p.m. today, until further notice.

El Paso Animal Services will also close its doors to the public beginning tomorrow, March 19.

While these facilities remain closed, residents are encouraged to use a variety of activities and community services available online. The following City Department have online services:

- **El Paso Public Library** – The library offers online services 24/7 from home for all its library cardholders. Resources include online books, music, movies and TV shows. The library is offering story-time, crafts and tutorials on Facebook, Twitter and YouTube. For more information visit [elpasopubliclibrary.org](http://elpasopubliclibrary.org).
- **El Paso Museums** (Archaeology, Art and History)

- o The Museum of Art's more than 7,000 American, European, Latin American, and Modern & Contemporary art can be viewed at [epma.art](http://epma.art).
- o The Museum of History has access and opportunities to explore El Paso History through time periods, neighborhoods, or themes on the digital wall archive by visiting [digie.org](http://digie.org). Additional activities including recipes and coloring pages inspired by exhibits can be printed and completed from home.
- o The Museum of Archaeology has engaging pictures, lectures, discussions and unique posts on its Facebook page.

- **El Paso Zoo** – "Sofa Safari" launches on March 19, every weekday at 10 a.m. and 2 p.m. on its Facebook page. Sofa Safari gives everyone a chance to virtually meet a zoo animal and ask the zookeeper questions about the amazing creatures they care for.

### **El Paso Animal Services Impact**

**The Animal Services facilities affected by the closure include the Animal Services Center (5001 Fred Wilson), Mission Valley Adoption Center (9068 Socorro), and Field Services Building (4501 Hondo Pass). The public closure will result in several operational changes that will allow Animal Services to provide certain services on a limited or emergency basis:**

#### **Operational Changes:**

- Animal Protection Officers will only respond to high-priority calls. This includes: EPPD/EPFD assistance calls, sick and/or injured animals, cruelty, neglect, rabies, quarantine/bite investigations, traffic hazards, and aggressive animals.
- The department will not accept any stray animals from the public that are brought to the shelter or reported to 311.
  - Owner reclaims, adoptions, fosters and pet pantry services will be facilitated by phone only and fulfilled by curbside service or home delivery:
    - For owner reclaims, dial 915-212-8741
    - For adoptions, dial 915-212-8705
    - For foster, dial 915-212-8732
    - For pet pantry, dial 915-212-8735
  - Phone lines will be open daily from 11 a.m. to 6 p.m.
- During this closure, the community is encouraged to help reunite lost pets with their owners by taking these steps:
  - Submit a "Found Animal Report" by calling 311.
- Take the animal to any El Paso fire station, veterinarian, or emergency animal hospital to have the pet scanned for a microchip.
- Post the pet as found on sites like Nextdoor, Craigslist and Lost and Found Pet pages on Facebook.

- Hang flyers where the pet was found, as most pets are found less than a mile or two from their home.
- For any updates related to the department's closure or services, please visit [www.elpasoanimalservices.org](http://www.elpasoanimalservices.org)

A complete list of closures, cancellations, and suspensions can be found on the COVID-19 banner at [elpasotexas.gov](http://elpasotexas.gov). In addition, for more information on COVID-19, visit [elpasotexas.gov](http://elpasotexas.gov), [EPHealth.com](http://EPHealth.com), [EPSalud.com](http://EPSalud.com). Additionally the 2-1-1 Texas Information and Referral Center is available 24/7. Caller can dial 2-1-1 and select option 6.

[CoEP Website on COVID-19](#)

[CDC Website on COVID-19](#)

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## A Message from Dr. Health Ocaranza, City/County Health Authority





## EPWater Suspends Disconnections for Non-Payment

El Paso, Texas - El Paso Water will suspend service disconnections for non-payment on March 18, 2020 until further notice. In 60 days, the utility will reassess the suspension timeline.

“We understand that access to water is essential to prevent the spread of COVID-19,” said John Balliew, EPWater President and CEO. “One of the most important safeguards to prevent the spread of virus is handwashing, and this step will help our customers keep themselves and their families safe and healthy.”

Customers will be responsible for the full bill amount accrued until payment is made. Customers are encouraged to pay bills online or by phone. Go to [epwater.org](http://epwater.org) for details. EPWater’s Customer Service Center has been temporarily closed to limit in-person interactions and protect the health of both employees and customers.

Customers who already may have been disconnected and wish to be reconnected during this period can contact the utility via email at [customer.service@epwater.org](mailto:customer.service@epwater.org) or by phone at 915-594-5500 to arrange for service to be restored.

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**A Message to  
Customers from  
El Paso Electric  
Interim CEO,  
Adrian Rodriguez**



Dear EPE Valued Customers,

At El Paso Electric, we are continuously planning for various emergencies, and have been closely monitoring the coronavirus (COVID-19) pandemic. We want

our customers to know that we have contingency plans in place to deal with any further impact to our region.

Our dedicated and hardworking employees remain committed to providing safe and reliable energy as our region comes together to mitigate and reduce exposure to this virus. We want to assure the public that we are ready to continue supporting our region's energy needs and will make any necessary adjustments to our work and operations to do so.

**Keeping the Lights On-** Currently, we do not anticipate interruptions to our regular course of business and we will continue with our normal business hours in our call center and payment locations. We are implementing measures to reduce the risk of exposure to COVID-19 and are taking proactive steps to enhance our customers' and our employees' health and safety. Therefore, we highly encourage all customers to visit [epelectric.com](http://epelectric.com) to view or pay your bill online or to find additional information and resources related to your electric service.

**Suspension of Service Disconnections-** We understand that this virus could have a financial impact on our community. Therefore, we have taken the following steps and offer the following information:

- Until further notice, we have suspended service disconnections for nonpayment. We will continue to evaluate the impact created by this pandemic in our region. Please note that regular billing will continue for all customers.

**Payment Assistance and Other Payment Options**

- If you have questions about our assistance programs, need to make payment arrangements, or explore other billing options, please contact our Customer Care Team by email at [customercare@epelectric.com](mailto:customercare@epelectric.com) or by phone at (915) 543-5970 or (575) 526-5555.
- While we are currently maintaining normal business hours at our payment locations, we remind customers of the resources available on our website at [com](http://com) for [bill payment options](#) and other information. Additionally, our [Bill2Pay](#) app is also available for download from the Apple Store and Google Play.

**Scam Alert: Stop, Call, Verify-** Unfortunately, scammers take advantage of opportunities during times like this and we want to remind our customers to remain vigilant. Customers should watch for suspicious emails, phone calls, or persons impersonating employees or charitable organizations. Be aware of threats to shut off your service if payment isn't made immediately.

Always knowing what to look for and what to do is your best defense and if in doubt call our Customer Care Team at the numbers provided above.

We are closely following the Centers for Disease Control and Prevention's (CDC) guidelines and recommendations on the steps we can take to help prevent the spread of the virus. We have shared specific health and safety instructions with our employees on the importance of personal hygiene staying home if they feel sick or are returning from an area posing a coronavirus-related risk.

We will continue to closely monitor the situation and provide updates on any changes to our operations.

[Mensaje en Espanol](#)

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## Messages from the City of El Paso Public Health Department

COVID  
CORONAVIRUS  
DISEASE 19

COVID  
CORONAVIRUS  
DISEASE 19

IT MIGHT NOT BE  
SERIOUS **FOR YOU**  
BUT IT CAN BE  
DEADLY **FOR OTHERS**

Cover your cough and sneeze. Wash yours hands often.  
Stay home if you're feeling sick.

PUEDE NO SER  
SERIO **PARA TI**  
PERO PUEDE SER  
LETAL **PARA OTROS**

Cubra su tos y estornudo. Lávese las manos  
frecuentemente. Quedese en la casa si se siente enfermo.

COVID  
CORONAVIRUS  
DISEASE 19

## Feel sick? Don't rush!

Stay home and do **NOT** run to the ER

If you feel sick, call your healthcare provider or call 211 for a doctor referral



COVID  
CORONAVIRUS  
DISEASE 19

## ¿Se siente enfermo? ¡No te apresures!

Quédese en casa y **NO** corra a la sala de emergencias

Si se siente enfermo, llame a su proveedor de atención médica o al 211 para obtener una referencia médica.



COVID  
CORONAVIRUS  
DISEASE 19

## Blood donations are needed

Don't hesitate, donating blood is safe



The American Red Cross is facing a severe blood shortage. Individuals should postpone their donation for 28 days if they:

- Traveled to China, Hong Kong, Macau, Iran, Italy & South Korea
- Diagnosis of or suspected contact with COVID-19

Visit [EPHealth.com](http://EPHealth.com) or call 211



COVID  
CORONAVIRUS  
DISEASE 19

## Se necesitan donaciones de sangre

No lo dudes, donar sangre es seguro



La Cruz Roja Americana enfrenta una gran escasez de sangre. Las personas deben posponer su donación por 28 días si:

- Viajó a China, Hong Kong, Macao, Irán, Italia y Corea del Sur
- Diagnóstico o sospecha de contacto con COVID-19

Visite [EPSalud.com](http://EPSalud.com) o llame 211

