

## TOP 10 FAQ'S FROM CITY MANAGER KELLY MCDONALD

### 1 How are City meetings being conducted?

City Council meetings are being conducted by Zoom and also shown on Facebook Live. The Governor has temporarily suspended some of the requirements for open meetings in order to conduct business by teleconference or video conference. Emergency meetings only require a one hour posting prior to the meeting, and must meet requirements of an emergency meeting. Regular meetings going forward will follow all other guidelines and remain Zoom/FB Live until the emergency declarations are lifted. Notice of all meetings will continue to be posted on our website, as usual, as well as we push the notification out on all social media. This is for the safety of our council and others that may want to attend the meetings at this time.

### 2 Are City offices open? What are the hours?

City facilities are closed to the public, but we are open for business. City employees are currently working so there should be no interruption of services. Normal business hours 8 a.m. - 5 p.m., after hours, weekends or holiday needs personnel can be dispatched through the Police Department at 281-592-2622. You can also view our website [www.clevelandtexas.com](http://www.clevelandtexas.com) where there is a page dedicated to COVID-19

### 3 Will my water be disconnected if I can't pay my bill?

The City is temporarily halting disconnections due to non-payment, which applies to business and residential accounts. This is in an effort to help the customers through this trying time, but also helps stop the spread of the virus through hand washing and proper hygiene. Many are worried about how their families will make ends meet, especially for those who have had hours cut or lost their job due to the pandemic. The City, like other entities, are offering payment extensions on their water bills and waiving late fees. It is recommended that customers continue to pay what they can on their bills so that when this crisis is over they are not left with an extremely large water bill that causes them further issues.

### 4 Who can I call for questions, or believe I may have the virus?

Liberty County has a line set up for questions - you can dial 211, hit Option 6 and you can speak with a person for general questions or speak with them if you think you may have the virus and they can advise what you need to do

### 5 Are there test centers in Liberty County?

There are currently no test centers in Liberty County. Some doctor offices, as well as some hospital facilities do have test kits, but are limited.

## TOP 10 FAQ'S FROM CITY MANAGER KELLY MCDONALD CONT.

### 6 Can I leave my house to shop if needed or check on a family member?

You may travel for specific reasons listed in the Liberty County Executive Order. Shopping for groceries, traveling for pharmacy or healthcare, veterinary services, or to check on a family member that you care for is permissible. Travel to and from work, if you are essential personnel, is permissible. Most companies are issuing letters to their employees or issuing identification badges for their use.

### 7 Is the Dairy Day event cancelled?

Dairy Day officials have cancelled this event, including the parade. They are working on an option for a possible virtual auction and will keep their participants informed.

### 8 I have an event scheduled at the Civic Center - will that be cancelled?

Persons with events scheduled at the Civic Center have been contacted and either rescheduled or cancelled events through the end of April. We will determine events in the upcoming months and those persons will be contacted going forward.

### 9 Do I need a letter from my employer to cross county lines for work?

It is a good idea to have a letter from your employer, or some type of identification, should you be deemed an essential employee. County lines are not closed, which gives travel to and from still open.

### 10 How do I know if my business is "essential"?

There is a laundry list of essential businesses listed in the Executive Order. If you have a business you are not sure of you can contact the County Judge or County Attorney's office for clarification, or view the Executive Order posted on our website. [www.clevelandtexas.com](http://www.clevelandtexas.com)

For further information related to the Executive Order signed by County Judge Jay Knight, please contact below:

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