



CUSTOMER FIRST NEWSLETTER
JUNE 2019

SPECIAL EDITION

It's hard to believe that two years ago we were dealing with Harvey. As time passes, the devastation becomes a memory. It's important that we don't forget the lessons learned so that we are prepared for the next one. At Inframark, we continually strive to refine our emergency plans specifically centered around hurricanes. We would like to take the opportunity in our June newsletter to share with you the steps we have taken to prepare in the event we are confronted with another storm.

Overall lessons learned:

1. "Hide from the wind; run from the rain"- the catchphrase used by storm experts:
 - Wind events typically have great destructive force for a limited amount of time. We secure items or hide them in secure areas. The wind passes and they are put back in service.
 - Rain events, as we all know, can be events that are just the opposite - depending on duration, they can appear normal, but can cause great destruction over a long period of time.
2. Assume nothing: Routes that have been safe for 50 years during Harvey were unavailable. Facilities that have been in operation for 50 years without any loss of service were 8 feet under water.
3. Social media: The fastest and most efficient manner for Communication. Just make sure you are listening to known, reliable sources.
4. Preparation is crucial, but recovery is critical: we work diligently to prepare for catastrophic events, yet we must have recovery plans as well.

Action Items:

1. All electrical generation devices have been load bank tested. This provides an accurate assessment as to the devices ability to supply electricity in an emergency. Deficiencies have been addressed.
2. While we have secured multiple fuel suppliers, we only have a limited number of portable electric generation devices. To ensure your facilities are able to run in a power outage, speak to your Account Manager about a dedicated generator standby contract.
3. We are investing in survival equipment which is strategically located throughout our service area to support our dedicated employees. This will allow our staff to serve you and not worry about their fundamental food and shelter needs.
4. We have established both Facebook and Twitter accounts that we will utilize to communicate emergency situations to our clients and customers.
5. We have been in contact with all the Offices of Emergency Management (OEM) departments of each county we serve. We have participated and registered with Fort Bend County as certified Emergency responders. This is not an option Harris, Brazoria or Montgomery counties offer.
6. All our communication systems are IP based; and, in the event of a catastrophic event in

Houston, we can be up and running in either our Austin or Dallas operation centers within minutes.

7. In addition to the 350 Texas MUD employees that currently service you in the Houston area, Inframark has operations in Austin, El Paso, Dallas, Beeville, Kingwood, Pasadena, Oklahoma, Florida and Louisiana. If the need arises, we can mobilize an additional 200 operations staff to the Houston area for assistance.

We know many of our communities are still feeling and dealing with the effects of Harvey and the thought of having another storm is disheartening. We also know that during a catastrophic event, the safety and security of your loved ones are of paramount importance. While we can't control the weather, we pledge all our resources to take care of your communities to the best of our abilities. That's what neighbors do.

As always, please reach out and let Inframark know how we can assist you.

On behalf of the Texas MUD Leadership Team

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