

Crystal Systems Texas, Inc. would like to inform all customers that due to ongoing concerns regarding the COVID-19 Virus (Corona Virus), we are implementing precautionary measures for protecting the health of our employees while assuring the continuation of essential water utility services. These measures include closing the business office to the public until further notice. A secured drop box that may be used for customer payments and other document delivery is located next to the north building entrance at 225 S. College in Tyler. This drop box will be checked daily.

Our office will remain staffed for customers phone calls and emails as usual. Should the need arise, we have plans in place for continuing customer communications and services utilizing remote access.

Our field operations will continue largely unchanged with plans for back-up personnel in place if required. If conditions worsen, some delays may be experienced for certain non-emergency services. We have instructed our personnel to avoid customer contact and we ask that customers communicate directly with the office rather than with those in the field.

Should you have any questions regarding these changes please contact our office. Twenty-four hour Emergency calls will be answered as usual. We will continue to monitor this situation and will contact customers with any changes in the status of these measures.

Thank you all for your cooperation during this challenging time. Please be assured we will endeavor to continue delivering uninterrupted and excellent water utility service to you and your family.