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**Re: \*NEW SUBMISSION\* Contact City Council**

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**Julie Goodgame** [Redacted]

Wed, Sep 9, 2020 at 2:57 PM

To: Robert Montoya [Redacted]

Mr. Montoya,

I researched your inquiry with the department, who inform me of the following:

It is the current policy of the Water Business Office, for the safety of our employees and customers and at the direction of City Management, to wear a face covering when in the building. If a customer states that they have a medical issue that prohibits them from wearing a mask, they are allowed to enter and conduct their business.

Our water business office was notified that there was a customer refused entry on 9-3-2020 for not wearing a mask by a security guard. Per the guard, the customer did state that he had a medical condition. The security guard asked him if he had something to confirm it and the customer said no. The guard thought he was required to have some documentation and so, instead, offered an accommodation. The customer was informed that he could make his payment just outside at the kiosk but declined.

Our Water Business Office has provided additional training to their on-site security and clarified that individuals declaring they are medically exempt from the Governor's orders is sufficient to enter the building. Additionally, should an individual need accommodations outside of those already provided, they are encouraged to contact our Water Business Office Management at (903) 531-1230.

I hope this information is helpful. Please let me know if there is anything else I can do for you.

Julie Goodgame  
Communications Director  
City of Tyler

