



CITY OF WHITEHOUSE  
March 13, 2020

With the confirmation of Coronavirus cases in Tyler from the Northeast Texas Public Health District (NET Health), the City will immediately implement modified operations for facilities to protect the wellness of our staff and community. **These modified operations will be in place officially from Monday, March 16 until Wednesday, April 1.** The City and NET Health will continually monitor the situation to best decide if closures will be lifted or continued.

Mayor Charles Parker is discouraging any large gatherings inside the city in the interest of public health and safety. "Please ask yourself how you would feel if you contributed to spreading COVID-19 to someone else and their health was compromised with tragic results. As Mayor, I am concerned about all citizens of Whitehouse and want everyone to stay safe and healthy.

In an abundance of caution, all City facilities will be closed to public walk-ins. City Hall will limit service provisions to phone and online interactions. Appointments may still be made over the phone and payments will be accepted online. Public meetings will be limited and may be cancelled depending on the subject matter.

**Utility Payments**, (903) 510-7500

<https://www.municipalonlinepayments.com/whitehousetx/utilities>

Utility Billing is prepared to accept all transactions (disconnect, reconnect, new services, payments and complaints) via online methods and at the drive through. In addition, there is a drop box located at City Hall. Doors will be locked but customer service representatives will remain available by phone.

**Municipal Court**, (903) 510-7500

<https://www.govpaynow.com/gps/user/plc/8056>

The Municipal Court will suspend all court dockets and scheduled jury duty. Staff is prepared to take payments online and at the drive through. The Court will attempt to contact all affected parties regarding the postponement of court and reset dates. Doors will be locked but customer service representatives will remain available by phone.

**Permitting/Building Services/Planning**, (903) 510-7502

<https://www.whitehousetx.org/164/Permits-Building-Inspection>

For specific questions related to development, to pick up permits or provide plans please call City Secretary Susan Hargis.

**Police Department**, (903) 566-6600

The Police Department will be limiting physical interaction with the public. All front lobby services will be restricted. **Investigation and patrol operations will continue as normal.** For those who have questions or would like to speak with an officer, they may call the non-emergency dispatch number at (903) 566-6600.

Additionally, personal actions by individuals are important to keeping themselves, their families, coworkers and our community healthy. **Please remember the following good health habits:**

- Wash your hands frequently with soap and water for at least 20 seconds. Always wash your hands after you have used the bathroom and before eating.
- Use an alcohol-based hand sanitizer if soap is not available.
- Keep your hands away from your eyes, nose and mouth. These are the primary entrance points for COVID-19 infection.
- Do not share water bottles or similar containers.
- Cover your cough or sneeze with a tissue then throw the tissue in the trash or cough/sneeze into your folded elbow to reduce the spread of respiratory droplets.
- Routinely clean surfaces and objects with a cleaning solution that contains bleach.
- Call a doctor if you have a fever, cough, body aches and/or fatigue.
- Stay away from sick people. Social distancing is a concept where one attempts to remain two meters, or about six feet, away from others. This is one way to reduce the possibility of transmission of the virus by sick persons.
- If you or a family member is sick, stay home and limit contact with others.

Click on the links below for more information:

[Centers for Disease Control](#)

[Northeast Texas Public Health District Answers to Frequently Asked Questions](#)

Community members should contact the Northeast Texas Public Health District with questions about COVID-19 by sending an email to [ContactUs@netphd.org](mailto:ContactUs@netphd.org).