



June 1, 2020

Reference: Hurricane Season Planning

Texas Molecular Customer:

We want to inform you about some important items regarding our service in the event of a hurricane that impacts our Corpus Christi facility.

Prior to landfall:

1. Our regular numbers for customer service representatives and our Account Managers should be operational.
2. You should make plans as early as possible for shipments before an approaching storm as local officials could call for mandatory evacuations up to 48 hours before a storm approaches.

After landfall:

1. You can call your Customer Service Representative or our scheduling line, 281-930-2540.
2. Although there is only a remote chance of a communication disruption, you can reach us in other ways:
 - a. We have set up a toll free line, 866-821-3759. You can call this number to get updates on the status of our plant. You will also be able to leave detailed messages including requests for scheduling which will be picked up on a frequent basis. This number will take messages only if our regular phones are not available.
 - b. You can also send us text messages to our cell phones. Attached find a Hurricane and Emergency Contact List for your use.
3. Our Account Managers and Customer Service Representatives will be proactively contacting customers to provide updates and get information on customer needs. In most cases, we should be able to make alternative scheduling options at TM Deer Park Services, Deer Park.

We will make efforts to notify you of our scheduling situation. Should our service be interrupted, we are also making plans to return service for your waste and wastewater requirements as soon as we can.

Sincerely,

Frank Marine
President
TM Corpus Christi Services LLC

/fm
Attachment