



June 1, 2021

RE: Hurricane Planning

Dear Texas Molecular Valued Customer:

We want to update you on some important items regarding our service to you in the event of a hurricane that impacts our Deer Park 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. If you do not get through, you can reach us in other ways:
 - a. **Toll Free Line** – We have set up a toll-free line, **866-821-3759**. You can call this number for updates on the status of our plant. You will also be able to leave a detailed message including requests for scheduling which will be picked up on a frequent basis. This number will **take messages only** when our regular phones are not available.
 - b. You can also send us text messages to our cell phones.
3. Our Account Managers and Customer Service Representatives will be proactively contacting customers to provide updates and get information on customer needs.

We will make every effort to notify you of our scheduling situation. Should service be interrupted, we have a plan to return to service as soon as possible for your waste & wastewater needs.

Sincerely,

Jimmy Bracher
President
TM Deer Park Services LLC

JB/sk