

Dear Edwards Aquifer Authority Permit Holder:

The Edwards Aquifer Authority (EAA) is taking steps to minimize the spread of COVID-19, which can be spread to others by infected persons who have few, or in some cases, no symptoms at all. Pursuant to Executive Order NW-10, issued by Bexar County Judge Nelson Wolff, face coverings are required when entering EAA facilities. This applies to both EAA staff and the general public.

As always, staff are available to conduct business by phone and/or email at your convenience.

Additionally, effective immediately and until further notice, any other requests to meet with a member of the EAA Permits Team to conduct business related to groundwater withdrawal permitting should be done by appointment. The EAA Permits Team is currently working remotely but can meet with permit holders during regular business hours via video conference. Permit holders are encouraged to conduct meetings, by appointment, using this method. If a permit holder does not have the technology available for video conferencing, the EAA office lobby is equipped with a computer and camera for permit holders to utilize.

If, due to unique circumstances, a face-to-face meeting is warranted, a meeting will be conducted in the lobby of the EAA offices, incorporating proper safety protocols. This option will be by appointment only and is considered a last resort to meet customer needs. Please note, due to these special circumstances, individuals who visit the EAA offices without an appointment may not be able to meet with EAA staff.

The EAA is committed to maintaining a high level of service and appreciates your attention to these requirements. To schedule an appointment, please contact a member of the Permits Team at (210) 222-2204 or email us at permits@edwardsaquifer.org