

NOTICE REGARDING EXTREME WEATHER EVENTS

On or before **January 31, 2023**, all Investor-Owned Utilities (IOUs), Water Supply and Sewer Service Corporations (WSCs), Districts and Affected Counties must provide a one-time, written notice to customers in plain English and Spanish to inform the customer of new requirements to affected customers in extreme weather events. The one-time notice must include specific information as outlined in Texas Admin Code § 24.173(d).

Sample notice language is provided below to assist you with providing the notice.

NOTICE TO CUSTOMER REGARDING EXTREME WEATHER EMERGENCY

Dear Customer:

The Public Utility Commission's rule in Title 16, Chapter 24 Texas Admin. Code § 24.173(d) prohibit (Company Name) from imposing a late fee or from disconnecting your retail water/sewer (select one or both) service for nonpayment of bills that are due during an extreme weather emergency until after the emergency is over.

An extreme weather event is defined as a period beginning when the previous day's highest temperature in your area did not exceed 28 degrees Fahrenheit, and the temperature is predicted to remain at or below that level for the next 24 hours according to the nearest National Weather Service reports for your area. For purposes of these requirements, an extreme weather emergency is over on the second business day the temperature exceeds 28 degrees Fahrenheit.

(Company Name) is required to offer a payment schedule to an affected customer that requests a payment schedule. If you are a customer of (Company Name) and are affected by an extreme weather emergency, you may request a payment schedule from (Company Name) for unpaid bills that are due during the extreme weather emergency.

For affected customers that request a payment schedule, (Company Name) is prohibited from disconnecting service for nonpayment of bills that are due during an extreme weather emergency. However, once a payment schedule is offered to the affected customer, **disconnections may resume if** (1) the affected customer declines to accept the payment schedule in a timely manner, **or** (2) if the affected customer has violated the terms of the payment schedule.

If you have a bill from (Company Name) due during an extreme weather emergency, then you are an affected customer and you qualify to request a payment schedule from (Company Name) for your bill. Please contact our office at: _____ (insert utility contact information for how to request a payment schedule here) _____.

Thank You,

(Company Name)

AVISO AL CLIENTE CON RESPECTO A UNA EMERGENCIA CLIMÁTICA EXTREMA

Estimado cliente:

La Comisión de Servicios Públicos de Texas en su título 16, capítulo 24 Texas Admin. Code § 24.173(d) prohíbe (La empresa) de imponer un cargo por pago atrasado o desconectar su servicio de agua / drenaje (seleccione uno o ambos) por falta de pago de facturas que vencen durante una emergencia climática extrema hasta después del termino de la emergencia.

Un evento climático extremo se define como un período que comienza cuando la temperatura más alta del día anterior en su área no superó los 28 grados Fahrenheit, y se pronostica que la temperatura permanecerá en o por debajo de ese nivel durante las próximas 24 horas de acuerdo con los informes del Servicio Meteorológico Nacional más cercanos de su área. Para los propósitos de estos requisitos, una emergencia climática extrema termina el segundo día en cual la temperatura excede los 28 grados Fahrenheit.

(La empresa) esta obligada a ofrecer un plan de pagos a un cliente afectado que solicite un plan de pagos. Si usted es cliente de (La empresa) y se ve afectado por una emergencia climática extrema, puede solicitar un plan de pagos a (La empresa) para las facturas no pagadas que vencieron durante la emergencia climática extrema..

Para los clientes afectados que solicitan un cronograma de pagos, (La empresa) tiene prohibido desconectar el servicio por falta de pago de facturas vencidas durante una emergencia climática extrema. Sin embargo, una vez que se ofrece un plan de pagos al cliente afectado, **las desconexiones pueden reanudarse si** (1) el cliente afectado se niega a aceptar el plan de pagos de manera oportuna, o (2) si el cliente afectado ha violado los términos del plan de pagos.

Si tiene una factura de (La empresa) que vence durante una emergencia climática extrema, entonces usted es un cliente afectado y califica para solicitar un plan de pagos de (La empresa) para su factura. Por favor, póngase en contacto con nuestra oficina en: _____ (Inserte la información de contacto de la empresa de servicios públicos sobre cómo solicitar un plan de pagos aquí) _____.

Gracias,

(La empresa)