

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 **ETOILE WATER SUPPLY** from imposing a late fee or from disconnecting your retail water 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.

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

For affected customers that request a payment schedule, **ETOILE WATER SUPPLY** 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 **ETOILE WATER SUPPLY** due during an extreme weather emergency, then you are an affected customer and you qualify to request a payment schedule from **ETOILE WATER SUPPLY** for your bill. Please contact our office at: **(936)854-2215**.

Thank You,

ETOILE WATER SUPPLY

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 **ETOILE WATER SUPPLY** de imponer un cargo por pago atrasado o desconectar su servicio de agua por falta de pago de facturas que vencen durante una emergencia climática extrema hasta después del término 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.

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

Para los clientes afectados que solicitan un cronograma de pagos, **ETOILE WATER SUPPLY** 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 **ETOILE WATER SUPPLY** que vence durante una emergencia climática extrema, entonces usted es un cliente afectado y califica para solicitar un plan de pagos de **ETOILE WATER SUPPLY** para su factura. Por favor, póngase en contacto con nuestra oficina en: **(936)854-2215**.

Gracias,

ETOILE WATER SUPPLY



Public Utility Commission of Texas

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PUCT Adopts Rule Prohibiting Disconnection of Water Service During Extreme Cold Weather Emergency

New Rules Apply to non-Municipal Public Water and Sewer Utilities

Austin, Texas – The Public Utility Commission of Texas (PUCT) today adopted rules prohibiting non-municipal public water and sewer utilities from disconnecting customers during extreme cold weather emergencies. The new rules mean those utilities cannot disconnect service or issue late fees for nonpayment of bills due during such emergencies, including for bills previously due.

“The new rules put the health and safety of Texans first during extreme cold weather emergencies,” said PUCT Chairman Peter Lake. “This means Texans can focus on their family’s safety during extreme cold and work with their water or sewer utility to make sure they pay their bills in a timely fashion.”

By rule, extreme cold weather emergencies are periods beginning when the previous day’s highest temperature in an 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 that area. For purposes of these rules, an extreme weather emergency ends on the second business day the temperature exceeds 28 degrees Fahrenheit.

Under the new rules, affected customers have a 30-day window to request a payment schedule. If a customer makes a request within those 30 days, the service provider must offer them a payment schedule. All non-municipal water and sewer utilities are required to notify their customers of these new rules by January 31, 2023.

The new rules are required under Senate Bill 3, passed by the 87th Texas Legislature and signed into law by Gov. Greg Abbott.

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About the Public Utility Commission

Our mission is to serve Texans by regulating the state's electric, telecommunication, and water and sewer utilities, implementing respective legislation, and offering customer assistance in resolving consumer complaints. Since its founding in 1975, the Commission has a long and proud history of service to Texas, protecting customers, fostering competition, and promoting high quality infrastructure. To learn more, please visit <https://www.puc.texas.gov>.