

AVISO AL CLIENTE CON RESPECTO A UNA EMERGENCIA CLIMATICA EXTREMA

Estimado cliente:

La Comision de Servicios Publicos de Texas en su titulo 16, capitulo 24 Texas Admin, Code 24. 173(d) prohíbe Gonzales County WSC de imponer un cargo por pago atrasado o desconectar su servicio de aqua por falta de pago de facturas que vencen durante una emergencia climatica extrema hasta despues del termino de la emergencia.

Un eneto climatica extremo se define como un period que comienza cuando la tempertura mas alta del dia anterior en su area no supero los 28 grados Fahrenheit, y se pronostica que la temperature permanecera en o por debajo de ese nivel durante las proximas 24 horas de acuerdo con los informes del Servicio Meteorologico Nacional mas cecanos de su area. Para los propositus de estos requisitos, una emergencia climatica extrema termina al Segundo dia en cual la temperature exceed los 28 grados Fahrenheit.

Gonzales County WSC esta obligada a ofrecer un plan de pagos a un cliente afectado que solicite un plan de pagos. Si usted es cliente de Gonzale County WSC y se ve afectado por una emergencia climatica extrema, puede solicitar un plan de pagos a Gonzales County WSC para las facturas no pagadas que vencieron durante la emergencia climatica extrema.

Para los clientes afectados que solicitan un cronograma de pagos, (Gonzales County WSC) tiene prohibido desconectar el servicio por falta de pago de facturs vencidas durante una emergencia climatica ectrema. Sin embargo, una vez que se ofrece un plande 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 terminios del plan de pagos.

Si tiene una factura de (Gonzales County WSC) que vence durante una emergencia climatica extrema, entices usted es un cliente afectado y califica para solicitar un plan de pagos de (Gonzales County WSC) para su factura. Por favor, pongase en contacto co nuestra oficina en:

Gonzales County WSC

2000 Waelder Rd

Gonzales, Tx 78629

Office # 830-672-6509

Gracias,

Gonzales County WSC

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 Gonzales County WSC 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 below that level for the next 24 hours according to the nearest National Weather Service reports in your area. For the purpose of these requirements, an extreme weather emergency is over the second business day the temperature exceeds 28 degrees Fahrenheit.

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

For affected customers that request a payment schedule, (Gonzales County WSC) is prohibited from disconnecting service for nonpayment of bill 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 Gonzales County WSC due during an extreme weather emergency, then you are an affected customer and you qualify to request a payment schedule from (Gonzales County WSC) for your bill. Please contact our office at:

Gonzales County WSC

2000 Waelder Rd

Gonzales, Tx 78629

Office # 830-672-6509

Thank You,

Gonzales County WSC