

NOTICE - REGARDING EXTREME WEATHER EMERGENCY

Dear East Crawford WSC Customer:

The Public Utility Commission's rule in Title 16, Chapter 24 Administrative Code § 24.173 (d) prohibits East Crawford WSC from imposing a late fee or from disconnecting your water service for nonpayment of bills that are due during an extreme 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 the 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 National Weather Service reports for the area. For purposes of these requirements, an extreme weather emergency is over on the second business day the temperature exceeds 28 degrees Fahrenheit.

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

For affected customers that request a payment schedule, East Crawford WSC is prohibited from disconnecting service for non-payment 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 East Crawford WSC due during an extreme weather emergency, then you are an affected customer and you qualify to request a payment schedule from East Crawford WSC for your bill. Please contact East Crawford WSC at 254-723-1834 to request an application for a payment schedule. Request for a payment schedule must be in writing.

Thank you.

East Crawford WSC