



NORTH COLLIN SPECIAL UTILITY DISTRICT

P.O. BOX 343 2333 Sam Rayburn Highway

MELISSA, TEXAS 75454

PH 972-837-2331 www.northcollinsud.com FAX 972-837-2930

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 North Collin Special Utility District 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.

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

For affected customers that request a payment schedule, North Collin Special Utility District 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 North Collin Special Utility District due during an extreme weather emergency, then you are an affected customer and you qualify to request a payment schedule from North Collin Special Utility District for your bill. Please contact our office at: 972-837-2331.

Thank you

North Collin Special Utility District.

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 North Collin Special Utility District 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.

North Collin Special Utility District esta obligada a ofrecer un plan de pagos a un cliente afectado que solicite un plan de pagos. Si usted es cliente de North Collin Special Utility District y se ve afectado por una emergencia climática extrema, puede solicitar un plan de pagos a North Collin Special Utility District para las facturas no pagadas que vencieron durante la emergencia climática extrema..

Para los clientes afectados que solicitan un cronograma de pagos, Distrito de servicios especiales de North Collin 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 North Collin Special Utility District que vence durante una emergencia climática extrema, entonces usted es un cliente afectado y califica para solicitar un plan de pagos de North Collin Special Utility District para su factura. Por favor, póngase en contacto con nuestra oficina en: 972-837-2331

Gracias,

North Collin Special Utility District