



NORTH HARDIN WATER SUPPLY CORPORATION

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

For affected customers that request a payment schedule, North Hardin Water Supply Corp. 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, **disconnects 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 Hardin Water Supply Corp. due during an extreme weather emergency, then you are an affected customer and you qualify to request a payment schedule from (North Hardin Water Supply Corp.) for your bill. Please contact our office at: 409-385-7355 or in person at 5094 FM 92 N. Silsbee, TX 77656.

Thank you,

North Hardin Water Supply Corp.

