

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 Rose Hill 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.

Rose Hill SUD is required to offer a payment schedule to an affected customer that requests a payment schedule. If you are a customer of Rose Hill SUD and are affected by an extreme weather emergency, you may request a payment schedule for unpaid water bills that are due during the extreme weather emergency.

For affected customers that request a payment schedule, Rose Hill SUD 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 Rose Hill SUD due during an extreme weather emergency, you are an affected customer and qualify to request a payment schedule for your bill. Please contact our office by phone at 972-932-3077 or by email at customerservice@rhsud.com to request a payment schedule.

Thank you,
Rose Hill SUD