

1/23/2023

**NOTICE TO CUSTOMERS:**

Pursuant to Public Utility Commission of Texas Rule 24.173(d), Riverbend Water Resources District (“District”) is required to provide you with notice that: (1) the District is prohibited from imposing late fees or disconnecting retail water service for nonpayment of bills that are due during an extreme weather emergency until after the emergency is over; (2) the District is required to offer a payment schedule to a requesting affected customer for unpaid bills due during an extreme weather emergency; and (3) the District is prohibited from disconnecting retail water service for nonpayment of bills due during an extreme weather emergency of an affected customer that has requested a payment schedule until after the payment schedule has been offered and the affected customer has either declined to accept the payment schedule in a timely fashion or violated the terms of the payment schedule.

**AVISO A LOS CLIENTES:**

De conformidad con la Regla 24.173(d) de la Comisión de Servicios Públicos de Texas, el Distrito de Recursos Hídricos de Riverbend (“Distrito”) debe notificarle que: (1) el Distrito tiene prohibido imponer cargos por pagos atrasados o desconectar el servicio minorista de agua por falta de pago de facturas que vencen durante una emergencia climática extrema hasta después de que termine la emergencia; (2) se requiere que el Distrito ofrezca un cronograma de pagos a un cliente afectado que solicite las facturas impagas adeudadas durante una emergencia climática extrema; y (3) el Distrito tiene prohibido desconectar el servicio de agua minorista por falta de pago de facturas adeudadas durante una emergencia climática extrema de un cliente afectado que ha solicitado un cronograma de pagos hasta después de que se haya ofrecido el cronograma de pagos y el cliente afectado se haya negado a aceptar el pago. programar de manera oportuna o violar los términos del cronograma de pagos.