

MILLSAP WATER SUPPLY CORP.

P.O. Box 158
111 N.E. Front St.
Millsap, TX 76066

Street Address:
107 Fairview Rd.
Millsap, TX 76066

www.millsapwatersupplycorp.com

Phone: 940-682-4416

January 31, 2023

NOTICE TO CUSTOMERS REGARDING EXTREME WEATHER EMERGENCY

Dear Customer:

The Public Utility Commission's rule in Title 16, Chapter 24 Texas Admin. Code § 24.173(d) prohibits Millsap Water Supply Corporation 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.

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

For affected customers that request a payment plan/schedule, Millsap Water Supply Corporation is prohibited from disconnecting service for nonpayment of bills that are due during an extreme weather emergency. However, once a payment plan/schedule is offered to the affected customer, **disconnections may resume if** (1) the affected customer declines to accept the payment plan/schedule in a timely manner, or (2) if the affected customer has violated the terms of the payment plan/ schedule.

If you have a bill from Millsap Water Supply Corporation due during an extreme weather emergency, then you are an affected customer and you qualify to request a payment plan/schedule from Millsap Water Supply Corporation for your bill. Please contact our office at: 107 Fairview Rd., Millsap, TX 76066 or call our office at (940)682-4416 to request a payment plan.

If you have any questions about this notice, please contact our office during our regular business hours of 9AM – 1PM, Monday- Friday. We are closed on holidays.

Thank you,

MWSC Management
Millsap Water Supply Corporation