

Memorandum

To: Nueces Water Supply Corporation Members and Customers
From: NWSC Board and Carola G. Serrato, General Manager
Date: May 13, 2021
Re: Revised Disconnection Procedures

On May 11, 2021, the Nueces Water Supply Corporation Board met and discussed returning operations to pre-pandemic procedures. In particular, the Board discussed the disconnection procedures that have been followed during the last 12+ months. In response to COVID-19 and its economic impact, the Board had approved extended time to pay bills, offer of payment plans and suspension of service charges for customers with delinquent accounts.

Prior to the pandemic, customers were notified after the *first late bill* that service would be disconnected in approximately ten (10) days. *During* the pandemic, customers were notified after *two (2) months* and offered a payment plan before receiving a disconnection notice. In addition, service fees were waived.

During the meeting, the Board amended the Corporation's Tariff, to adopt a disconnection cycle that provides more time than the pre-pandemic, one-month process but less time than the timeline used during the pandemic.

Beginning in June, a delinquency notice will be sent immediately following the second month that payment is late. The delinquency notice will advise customers of the number of days before service will be disconnected. Late charges will still apply. Please note that late charges are subject to change. The current charge is \$5.00.

In addition, service fees related to disconnections will no longer be suspended. If a customer's account is placed on the disconnection list, a fee of \$60 will be added to the account balance. ***Payment in full*** will be required to restore service before a meter is unlocked. Additional after-hour service fees will also be reinstated.

Additional communication will be provided as the Corporation transitions completely to pre-pandemic operations. If you have any questions, please contact our office at 361-592-1720.