



Control Number: 52405



Item Number: 3

Public Utility Commission of Texas

Commissioner Memorandum

2022 APR 23 PM 1:27

TO: Commissioner Will McAdams
Commissioner Lori Cobos
Commissioner Jimmy Glotfelty

FROM: Chairman Peter M. Lake

DATE: April 20, 2022

RE: April 21, 2022 Open Meeting – Item No. 36
Project No. 52405 – Review of Certain Water Customer Protection Rules (Proposal for Publication).

I want to thank Commission Staff for preparing the proposal for publication in this project. This rule will ensure important customer safeguards related to water and sewer service during extreme weather emergencies. After reviewing the proposal, one question I have considered is whether covered entities should be required to provide notice of the rule provision allowing customers to request a payment schedule. Accordingly, I am prepared to approve the proposal for publication, but I would like to add a question for commenters to address:

Should the entities described in proposed paragraph 24.173(a) be required to provide notice to customers of their right to request a payment schedule upon the occurrence of an extreme weather emergency? If so, how and when should the covered entities notify customers of this right?

I look forward to discussing this matter with you at the open meeting.