



## **GLENWOOD WATER SUPPLY CORPORATION**

**6792 FM 726 SOUTH  
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PHONE (903) 734-5445  
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**Dear Valued Customers of Glenwood WSC**

**June 29, 2020**

**In March 2020 the Public Utility Commission (PUC) issued an order to stop water utilities disconnections for customers with delinquent balances, which Texas Rural Water Association (TRWA) advised its WSC and other members to voluntarily follow as a best practice. The PUC initially intended the order to coincide with the governor's statewide disaster declaration, but the commissioners recently changed course by letting the order lapse last week. This means that utilities may resume disconnections for nonpayment of water bills. The TRWA recommends the utilities implement a transition policy for resuming disconnections rather than an abrupt return to business as usual.**

- 1. Glenwood WSC will resume applying late fees after July 15<sup>th</sup>.**
- 2. If you are unable to pay your outstanding bill, we will work with you in accordance to our Tariff and work out a payment plan.**
- 3. If you have an outstanding balance please contact the water office at; 903-734-5445. It is imperative that you the customer call to make these arrangements as soon as possible.**

**We valued each and every one of our customers and look forward to working with you on this matter.**

**Please note that if the PUC implements new restrictions in the future in response to COVID-19, the TRWA will notify its members immediately and Glenwood WSC will comply with these.**

**Regards,**

**Glenwood WSC**