

TABLES & GRAPHICS

Graphic images included in rules are published separately in this tables and graphics section. Graphic images are arranged in this section in the following order: Title Number, Part Number, Chapter Number and Section Number.

Graphic images are indicated in the text of the emergency, proposed, and adopted rules by the following tag: the word "Figure" followed by the TAC citation, rule number, and the appropriate subsection, paragraph, subparagraph, and so on.

Figure: 16 TAC §7.460(b)(1)

Classification System

Violation Factors	Factor Value (1-4)	Points Tally
Customer is disconnected in violation of subsection (b)(1) of this section for 24 hours or more	4	
Customer is disconnected in violation of subsection (b)(1) of this section for less than 24 hours, but more than 12 hours	3	
Customer is disconnected in violation of subsection (b)(1) of this section for 12 hours or less	2	
The temperature is 10 degrees or less during the period of disconnection	4	
The temperature is more than 10 degrees but less than or equal to 20 degrees during the period of disconnection	3	
The temperature is more than 20 degrees but less than or equal to 32 degrees during the period of disconnection	2	
Repeat violations based on provider's history of compliance	3	
Good faith effort to remedy violation	-2	
No effort to remedy violation during the extreme weather emergency	4	
		Total
		Penalty maximum per violation
10 points or more = Class A violation		More than \$5,000 ¹
7-9 points = Class B violation		\$5,000
4-6 points = Class C violation		\$4,000
1-3 points = Class D violation		\$3,000

¹ Pursuant to Utilities Code §105.023(f), the required classification system shall provide that a penalty in an amount that exceeds \$5,000 may be recovered only if the violation is included in the highest class of violations in the classification system.

Call us now! Help us with this claim or we can't renew your policy!

Notice of Nonrenewal and Opportunity to Cooperate

We can't renew your policy unless you help us with this claim. If you don't help us, you won't have coverage after [DATE policy term ends or the end of extended term].

You still have time to cooperate and work with us on the claim [OR action] described below. If you cooperate before [DATE policy term ends or the end of extended term], we won't nonrenew your policy for this reason.

What we need from you:

Call us **now** at [insurer contact information].

[Insurer should explain specifically what the insured or named insured should do or provide.]

What happened:

[Insurer should:

- identify the insured who failed or refused to cooperate;
- explain how that person failed or refused to cooperate, including, if applicable, if the insurer was unable to contact them; and
- list the dates and methods used to attempt to contact that person, including phone numbers, mailing addresses, and email addresses, or other electronic means.]

Claim [or Action] information:

Named Insured name: [_____]

[Name of other insured: [include if applicable] [_____]]

Auto policy number: [_____]

Claim number: [_____]

[Action: [include if applicable] [_____]]

Date of loss: [_____]

Location or address where damage or loss took place: [_____]

Warning: If you continue to fail or refuse to cooperate, we will nonrenew your policy. Even if you cooperate, we may still not renew your policy for other reasons allowed by law.

¡Llámenos ahora! ¡Ayúdenos con esta reclamación o no podremos renovar su póliza!

Notificación de No Renovación y Oportunidad para Cooperar

No podemos renovar su póliza a menos que usted nos ayude con esta reclamación. Si no nos ayuda, no tendrá cobertura después del [DATE policy term ends or the end of extended term].

Usted todavía tiene tiempo para cooperar y colaborar con nosotros en la reclamación [OR action] que se describe a continuación. Si usted coopera antes del [DATE policy term ends or the end of extended term], no cancelaremos la renovación de su póliza por este motivo.

Lo que necesitamos de usted:

Llámenos **ahora** al [phone number of Spanish-speaking person at company].

[Insurer should explain specifically what the insured or named insured should do or provide.]

Lo que sucedió:

[Insurer should:

- identify the insured who failed or refused to cooperate;
- explain how that person failed or refused to cooperate, including, if applicable, if the insurer was unable to contact them; and
- list the dates and methods used to attempt to contact that person, including phone numbers, mailing addresses, and email addresses, or other electronic means.]

Información sobre la reclamación [o Acción]:

Nombre del Asegurado Principal: [_____]

[Nombre de otros asegurados: [include if applicable] [_____]]

Número de la póliza de automóvil: [_____]

Número de reclamación: [_____]

[Acción: [include if applicable] [_____]]

Fecha de la pérdida: [_____]

Lugar o dirección en donde ocurrió el daño o la pérdida: [_____]

Advertencia: Si usted continúa sin responder o si se niega a cooperar, no renovaremos su póliza. Incluso si usted coopera, es posible que no renovemos su póliza por otras razones permitidas por la ley.

Notificación de No Renovación y Oportunidad para Cooperar

Figure 3: 28 TAC §5.7108 - Dual-Language Sample Notice

Call us now! Help us with this claim or we can't renew your policy!

Notice of Nonrenewal and Opportunity to Cooperate

We can't renew your policy unless you help us with this claim. If you don't help us, you won't have coverage after [DATE policy term ends or the end of extended term].

¡Llámenos ahora mismo al [phone number of Spanish-speaking person at company]! No podemos renovar su póliza a menos que usted nos ayude con esta reclamación. Si no nos ayuda, no tendrá cobertura después del [DATE policy term ends or the end of extended term].

You still have time to cooperate and work with us on the claim [OR action] described below. If you cooperate before [DATE policy term ends or the end of extended term], we won't nonrenew your policy for this reason.

What we need from you:

Call us **now** at [insurer contact information].

[Insurer should explain specifically what the insured or named insured should do or provide.]

What happened:

[Insurer should:

- identify the insured who failed or refused to cooperate;
- explain how that person failed or refused to cooperate, including, if applicable, if the insurer was unable to contact them; and
- list the dates and methods used to attempt to contact that person, including phone numbers, mailing addresses, and email addresses, or other electronic means.]

Claim [or Action] information:

Named Insured name: [_____]
 [Name of other insured: [include if applicable] [_____]]
 Auto policy number: [_____]
 Claim number: [_____]
 [Action: [include if applicable] [_____]]
 Date of loss: [_____]
 Location or address where damage or loss took place: [_____]

Warning: If you continue to fail or refuse to cooperate, we will not renew your policy. Even if you cooperate, we may still not renew your policy for other reasons allowed by law.

Notice of Nonrenewal and Opportunity to Cooperate