

CRITICAL LOAD PUBLIC SAFETY OR INDUSTRIAL CUSTOMERS

All City of Schulenburg customers count on the City to provide reliable electric service, and some utility accounts qualify for Critical Load Public Safety or Industrial Customers Program due to their role in providing health, safety, and welfare elements to the community as a whole.

WHAT IS IT?

The Critical Load Public Safety or Industrial Customers Program is a registry of public safety accounts that include hospitals, water/wastewater facilities, police & fire stations and other industrial and natural gas facilities that meet certain criteria and are crucial to the preservation of health, safety, and welfare in the community. When planned outages or service interruptions are scheduled, we will attempt advance notice so preparations can be made to mitigate issues that may be caused by an electrical outage. It also means that registered Public Safety and Industrial customers will be prioritized in electrical power restoration efforts to the extent possible.

WHAT IT IS NOT

Our Critical Load Public Safety or Industrial Customers Program does not guarantee these accounts are exempt from planned service interruptions or Electric Reliability Council of Texas (ERCOT) load shed (rolling outage) events. Registered customers are not exempt from their financial responsibilities to pay timely for electric utility services provided or from potential termination of service in accordance with City of Schulenburg policies.

WHO QUALIFIES?

To qualify, the account must meet criteria established for these types of accounts using Public Utility Commission of Texas (PUCT) guidelines.

HOW DO I APPLY?

Download application at: www.schulenburgtx.org

Request an application by calling the City at: 979.743.4126

Pick up an application at the City office. Return completed applications in person, mailing or scanning and emailing the document to the city's customer service department at contact@schulenburgtx.org

