



# TxDOT Utility Accommodation Clinic

Utility Agreements and Utility Payments



The background of the slide is a grid of interlocking puzzle pieces. The majority of the pieces are a light tan or beige color. A large section on the left side of the slide is missing, revealing a white background. The text 'Utility Agreement Clinic' is overlaid on this white area.

# Utility Agreement Clinic



Session is 45  
minutes  
(11:00-11:45)

Specialists  
are  
positioned  
around the  
room

If you have  
an  
agreement,  
have specific  
questions

You may  
choose to  
have a one-  
on-one  
session

You may  
choose to  
have a group  
session

If needed,  
later  
appointments  
may be  
scheduled



*Keep the conversation  
constructive and positive*

*Use specific examples,  
not generalizations*

*Know the rules!*

*Have fun!*

*Ask clarifying questions*

*Demonstrate  
mutual respect*



# Utility Payment Clinic



Session is 45 minutes  
(1:15-2:00)

Specialists are positioned around the room

If you have a payment, ask specific questions

You may choose to have a one-on-one session

You may choose to have a group session

If needed, later appointments may be scheduled



*Keep the conversation  
constructive and positive*

*Use specific examples,  
not generalizations*

*Know the rules!*

*Have fun!*

*Ask clarifying questions*

*Demonstrate  
mutual respect*