

# CUSTOMER GUIDE TO YOUR WATER SERVICE

## WELCOME TO TEXAS WATER COMPANY

We are a public water utility proud to provide water and wastewater services to over 65,000 people, including you!

We know water is vital to Texas. We take seriously our call to steward this precious resource for our customers and community through our commitment to environmental responsibility and a sustainable, quality water supply.

### Our Mission

Trusted professionals delivering exceptional quality water and service to customers and communities while protecting the environment and providing a fair return to shareholders.

### Our Vision

To serve customers, communities, employees, shareholders, and the environment at world-class levels.

### Our Core Values

Integrity • Respect • Service • Compassion  
Trust • Teamwork • Transparency

Inside this document you will learn more about us and how we operate. If you have any questions or concerns, please reach out.

## PAYMENT OPTIONS

Paying your bill online is as easy as ever using your checking, savings, or credit card account, including expanded payment options like American Express, Apple Pay, Google Pay, and PayPal. And no more convenience fees!

### Customer Account Portal

Sign up for e-billing or make a one-time payment using



- Visa
- MasterCard
- Debit Card
- Checking Account

To pay online

[CLICK HERE](#)

### Pay by Cash/Debit Card

Partnering with Western Union, customers can now make their utility bill payments at any Western Union payment location, including:



- HEB
- Walmart
- Walgreens
- Lowes Grocery Store
- Brookshire Bros

### Pay by Mail

For your convenience, an envelope is enclosed with your bill. Please include your bill stub and write your The Texas Water Company account number on the check and mail to:



The Texas Water Company  
PO Box 733390  
Dallas, TX 75373-3390

### Pay by Phone



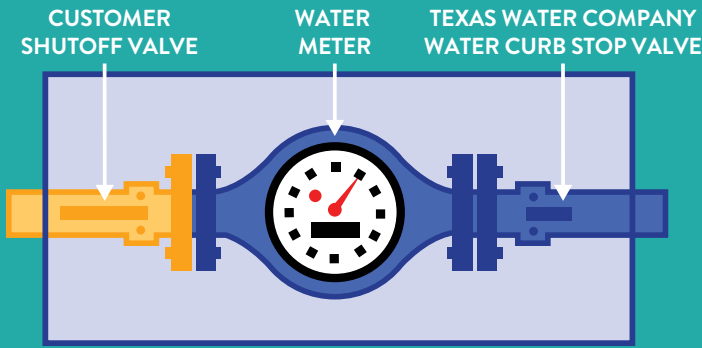
Call 844.798.0492 to make your payment by phone.

For full payment options information:

[CLICK HERE](#)



## HOW IS YOUR METER READ?



Customer side configuration may include shut-off valve and/or pressure reducer valve, or neither.

**CUSTOMER RESPONSIBILITY** (Orange square)      **TEXAS WATER COMPANY RESPONSIBILITY** (Blue square)

The Texas Water Company meters read water in gallon increments. Your monthly bill contains the following meter information:

ACCOUNT NUMBER		CUSTOMER NAME		DATE BILL MAILED		DUE DATE	
00025090		JONATHAN CRUMILLER		10/14/22		10/31/22	
RATE CLASS		SERVICE LOCATION		SERVICE PERIOD		CURRENT CHARGES	
R1 5/8"		975 MT. LOOKOUT DR.		09/07/22 - 10/04/22		119.52	
METER NUMBER		PREVIOUS READING		CURRENT READING		# OF DAYS	
65554310		477000		490800		27	
DESCRIPTION						GALLONS USED	
						13800	
DESCRIPTION						AMOUNT DUE	
PREVIOUS BALANCE						173.73	
PAYMENT AS OF 09/30/22						(173.73)	
BALANCE FORWARD						0.00	
WATER CHG						173.73	

<sup>1</sup> The service period

<sup>2</sup> Previous and current reading

<sup>3</sup> Number of gallons used

<sup>4</sup> Number of days in the billing period

## WATER RATES AND BILLING

We work hard to manage costs and deliver you safe, reliable water.

The rates we charge for service are approved by the Texas Public Utilities Commission (PUC) after the company demonstrates our costs and what should be approved in customers' rates. Rate schedule, Start-Up fees & Deposits that apply to your system are available on our website or by calling a customer service representative at **830.312.4600**

### BASE RATE

#### DELIVERY

- Maintain Quality
- Stable Pressure
- Quick Repairs
- Uphold Industry Standards
- Proper Disinfection

#### EQUIPMENT

- Fleet and Tools
- Wells, Storage Tanks, Pumps and Pipelines
- Plant Replacement and Rehabilitation

#### CUSTOMER SERVICE

- 24/7 Emergency Support
- Bill Payment Options
- Proactive Messaging
- Paperless Billing
- Call Center
- Meter Reading
- Billing and Remittance

### SHUTOFF FOR NONPAYMENT

We never want to terminate customers' water service, but sometimes it is the only way to resolve a delinquent bill and ensure that expenses do not burden our paying customers incurred from others' unpaid bills. If a bill remains unpaid ten days after it is issued, water service will be subject to our termination Procedures as follows:

- Written notice is mailed to accounts with unpaid balances the day after the due date following a notice of the effective shutoff date.
- Automated emails and phone calls are sent out to accounts subject to termination one day prior to disconnect
- Water service may be terminated if payment is not received or a payment has not been negotiated within the 10 business if service is terminated for nonpayment, any outstanding balance plus additional charges (Turn-on fees) will have to be paid before water service is restored.

Please notify us promptly if you have forwarded payment that has yet to be applied to your account so we can investigate to avoid any unnecessary interruption to your service.

### CUSTOMER RIGHTS

- You have the right to utility service if you are a qualified applicant.
- You shall not be asked to pay unreasonably high deposits as a condition of service, nor to make unreasonable payments on past due bills. Customers with poor credit risks may be required to make a reasonable deposit to obtain service.
- You are entitled to at least one deferred payment plan for each new bill you receive.
- You have the right to any complaint against the utility handled promptly by the utility.
- You have the right to call upon the Texas Public Utilities Commission (PUC) to investigate your utility complaints and inquiries.
- If you suspect your meter is not working properly, you have the right to get it tested, free of charge, once a year by your utility.
- You have the right to a written notice of termination before discontinuance of service.
- Your residential service may not be shut off on holidays, weekends, or on the day before a holiday or weekend, or if you have provide documentation for a valid medical emergency.
- Your residential service may not be shut off nor receive late fees due to nonpayment during an extreme weather emergency. An affected customer may request a payment schedule within 30 days from the date the extreme weather emergency has concluded. A payment schedule can be established in person or over the phone, but the utility must provide the schedule in writing to the customer.
  1. An extreme weather emergency is defined as a period beginning when the previous day's highest temperature did not exceed 28 degrees Fahrenheit, and the temperature is predicted to be at or below this level for the next 24 hours.
  2. Late fees and disconnections can resume once the second business day the temperature exceeds 28 degrees Fahrenheit has concluded.
- If you live in a multifamily dwelling, you have the right to receive a posted notice of impending shutoff. The notice must be posted in a common area and/or posted individually to occupants' doors.
- You have the right to request an investigation if you suspect that the level of consumption reflected on your utility bill is unexplainably high.

TEXAS WATER COMPANY

INVESTS NEARLY \$20 MILLION

IN INFRASTRUCTURE

OUR WATER – ALL WATER IS TREATED WATER

### The Texas Water Company Systems Overview:

- 11 Public Drinking Water Systems
- 38 Groundwater Wells
- 3 Surface Water Treatment Facilities
- 4 Wastewater Treatment Facilities
- 250 Sq. Ft. Miles of Service Area
- 634 Miles of Main

### It takes a TEAM to provide safe reliable service

- 90 + water professionals to serve you
- Licensed and certified by State of Texas
- Provide timely, accurate customer information
- After hours and emergency response
- Preventive maintenance and contingency plans minimize service interruptions

## WATER LEAKS

Water leaks can cost you money and waste water.

Here is what you can do if you suspect a leak:

1. Locate your water meter
2. Stop use of water on the property
3. Take a meter reading (*if the dial is still recording, make sure no water is being used on the property*)
4. Check again after 30 minutes

If the dial continues to move and the reading changes, you may have a leak and should contact a licensed plumber.

## CROSS CONTROL

The purpose of the Cross-Connection Control and Backflow Prevention Program is to safeguard public drinking water and protect the health and safety of our customers from contamination by isolating any potential cross-connections which could backflow into the public water supply.

To protect the water system, backflow prevention assemblies are required for all connections that may present a potential source of contamination of the public water system. Backflow prevention assemblies must be tested upon installation and annually thereafter.

## CUSTOMER SERVICE INSPECTIONS (CSI)

Customer Service Inspections (CSI) are performed to make sure there are no direct connections between the public water supply and a potential source of contamination or private water system that is not protected by either an air gap or an appropriate backflow prevention assembly.

A Customer Service Inspection is required before a new home is added to our water system. Since water meters are installed during construction and proper CSI cannot be conducted, The Texas Water Company requires a CSI be completed within 12 months of water meter installation or before a new customer takes ownership of the new home.

# CALL BEFORE YOU DIG – IT'S THE LAW!



Anytime you construct a new fence, add a pool, or build any structure on your property, you must know where underground utility lines are located. Failure to perform this free service can result in costly repairs to you.

To fill out a locate water line request: [CLICK HERE](#)

## WATER PRESSURE IN THE SERVICE AREA

Due to the diverse terrain and the size of The Texas Water Company service area, water pressure will vary due to multiple factors including the elevation of the property and its physical relationship to the water source (tanks and reservoirs).

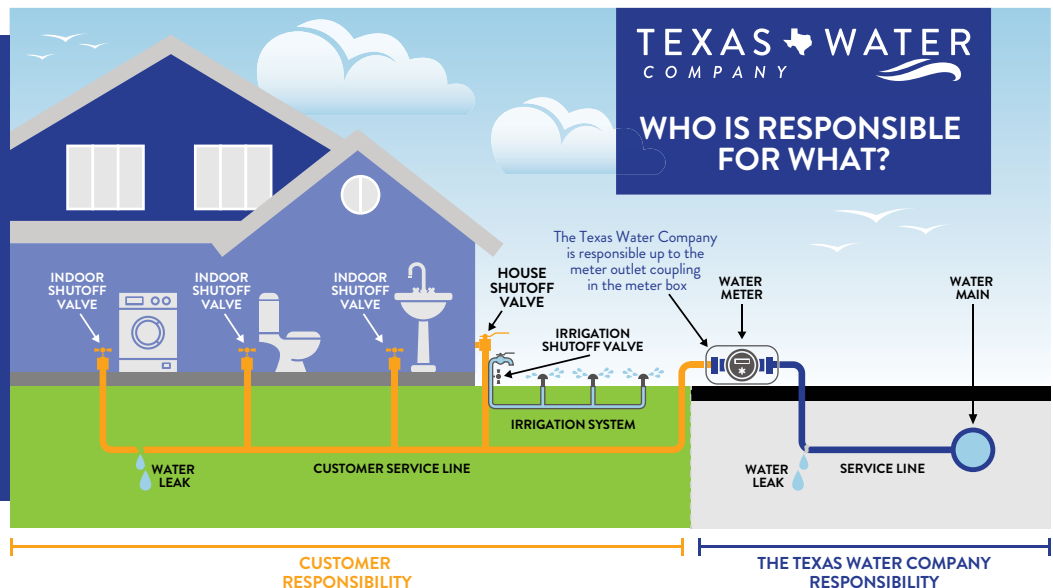
**The Texas Water Company highly recommends that all customers have a Pressure Reducer Valve (PRV) installed at their location to protect against high pressure and pressure surges as the water system evolves or changes in the direction of flow.**

PRV's - A Pressure Reducer Valve (PRV) is a relief valve that controls and maintains a preset, reduced downstream (outlet) pressure by causing the main valve to throttle and sustain the desired reduced pressure regardless of variations in demand and upstream (inlet) water pressure.

To learn more about water pressure: [CLICK HERE](#)

It is important to understand your water service, along with the physical infrastructure that delivers water to your home or place of business. The more you know, the better equipped you are to troubleshoot any issues you may experience.

**This illustration shows a typical residential situation. While the boundary line is the same, the situation may look slightly different for larger meters or commercial meters.**



# THE TEXAS WATER COMPANY IS COMMITTED TO PRESERVING OUR ENVIRONMENT FOR CURRENT AND FUTURE GENERATIONS.



## DROUGHT MANAGEMENT

At The Texas Water Company, we are committed to doing what is necessary to manage a potential drought situation and meet our customers' need for water. In doing so, we have implemented a State-approved Drought Contingency Plan (DCP). The purpose of the plan is to identify ways to reduce unnecessary water use in face of drought and or emergencies.

One way to reduce water use is to implement a Year-Round Watering Schedule which outlines the number of days and the time frame when outdoor watering is permitted.

The Watering Schedule, as well as other restrictions outlined in our DCP, promotes conservation and helps us align with regional water planning efforts.

For more information about the DCP and Watering Schedules:

[CLICK HERE](#)

## WATER TOUCHES EVERYTHING WE LOVE AND EVERYTHING WE CARE ABOUT.

The Texas Water Company's Annual Water Quality Reports summarize the results of the water quality testing done throughout the year as well as provide information on the water source(s) for your water system.

Our dedicated team of water professionals work 365 days a year to ensure that businesses and residents in our service communities have safe, reliable, water service.

Printed copies of the reports are also available at no cost by calling us at 830.312.4600.

To view the report:

[CLICK HERE](#)

## WATERSMART

WaterSmart offers The Texas Water Company customers a modern digital portal to access detailed information about their household water use and communicate news and events, including emergency outages.

To learn more or register for WaterSmart:

[CLICK HERE](#)

TEXAS WATER  
COMPANY

## WATER CONSERVATION

You can help conserve our precious natural resources.

Conservation is the ongoing practice of reducing water use wherever possible so that it is available in the future. This differs from Drought Response or Drought Planning, which identifies opportunities to reduce in the short term in response to a Drought Stage or other emergency conditions.

In our community, 60 to 70% of water goes toward lawn watering and other outdoor uses.



### Indoor Conservation Tips

- Use a pool cover: Pool covers will prevent evaporation and decrease heat loss, saving water and energy.

### Outdoor Conservation Tips

- Set your irrigation schedule for the season and your local conditions watering times will vary by season, climate, soil type, and plant types.
- Do not water the pavement. Tune sprinkler heads so that the radius of spray is appropriate for the application. Try to keep a planted buffer between the lawn and the sidewalk to minimize runoff.

- Replace your swimming pool filter: Sand and Diatomaceous Earth (DE) pool filters require backwashing. You can save up to 20,000 gallons a year by replacing these filters with a cartridge filter.

- Use plants that are easily sustained in the Texas Hill Country environment. There are a lot of colorful, easily managed trees, shrubs, flowers, and grasses that are well suited to the Texas Hill Country. If you are looking for ideas, check out the The Texas Water Company Plant List and the accompanying The Texas Water Company Hardscape List.