

CRYSTAL CLEAR WATER SUPPLY CORPORATION

Customer Information

Physical and Mailing Address:

Crystal Clear Water Supply Corporation
2370 FM 1979
San Marcos, TX 78766

Phone Numbers:

Main Number: (830) 372-1031
Alternate Number: (830) 372-1055
San Marcos Number: (512) 392-9993
800 Number: (800) 659-1031
Fax Number: (830) 372-0067

Internet Addresses:

We are located on the Internet at www.crystalclearwsc.com with common forms available for download or printing. Feel free to e-mail us and use the Internet for your convenience. Please route your inquiry to the proper person.

board@crystalclearwsc.com - The Board of Directors
info@crystalclearwsc.com - Requests for Information
mark@crystalclearwsc.com - General Manager
suzie@crystalclearwsc.com - Administrative and Repairs
mary@crystalclearwsc.com - Memberships and Billing
robert@crystalclearwsc.com - Field Superintendent

Office Hours:

Monday - Friday 8 a.m. to 5 p.m.

**In case of emergencies (leaks, cut lines, etc.) AFTER HOURS,
WEEKENDS AND HOLIDAYS ONLY CALL (830) 372-1406.**

Current Monthly Rates:

- \$24.00 minimum – 0 gallons - service availability charge.
- \$ 2.50 per 1,000 gallons - from 0 gallons to 10,000 gallons.
- \$ 3.00 per 1,000 gallons - from 10,000 gallons to 20,000 gallons.
- \$ 4.00 per 1,000 gallons - from 20,000 gallons to 50,000 gallons.
- \$ 5.00 per 1,000 gallons – over 50,000 gallons.

**Should you use no water at all, you are still required to pay the
\$24.00 per month minimum.**

Meters are read by Crystal Clear Water employees, beginning on or around the 10th of each month. If you feel your meter has been misread, please check the reading before calling the office so we can verify the readings.

You should receive bills by the first of each month. All bills are due by the 10th of each month. The late charge is added if balance is not paid by the 15th of each month. If the bill is past due - a final disconnect notice will be sent out, giving the final day to pay before the meter is shut off. There is a \$40.00 charge for non-payment. The meter will be turned on only during business hours.

A night deposit box is available for payments made after hours, weekends and holidays. It is located in front of the office.

In cases where a member has rental property, an alternate billing agreement must be signed by the owner of the membership for alternate billing arrangements. No deposits are taken for rental accounts.

Service may be disconnected without notice when:

- (a) service is connected without any authority by a person who has not made arrangements for service.
- (b) Unauthorized reconnection after service was disconnected for non-payment.
- (c) Tampering with Crystal Clear water meters or equipment or bypassing equipment for service.

There is a \$20.00 charge for **all** checks returned by the bank.