

# CRYSTAL CLEAR WATER SUPPLY CORPORATION

## Customer Information

### Physical and Mailing Address:

Crystal Clear Water Supply Corporation  
2370 FM 1979  
San Marcos, TX 78766-2100

### Phone Numbers:

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

### Internet Addresses:

<http://www.crystalclearwsc.com>

On our website you will find common forms available for downloading and printing and general system information. Feel free to e-mail us and use the Internet for your convenience.

Email addresses are:

board@crystalclearwsc.com - Questions or concerns to the Board of Directors  
info@crystalclearwsc.com - Requests for general information  
mark@crystalclearwsc.com - General Manager  
suzie@crystalclearwsc.com - Office Manager, administrative, repairs and billing  
robert@crystalclearwsc.com - Operator, administrative and repairs  
amberly@crystalclearwsc.com - Billing or repairs

### 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:

\$28.50 minimum – 0 gallons - service availability charge.  
\$ 3.30 per 1,000 gallons - from 0 gallons to 10,000 gallons.  
\$ 3.85 per 1,000 gallons - from 10,000 gallons to 20,000 gallons.  
\$ 4.90 per 1,000 gallons - from 20,000 gallons to 50,000 gallons.  
\$ 6.05 per 1,000 gallons – over 50,000 gallons.

**Should you use no water at all, you are still required to pay the  
\$28.50 per month minimum.**

## General Information

\*Meters are read by Crystal Clear Water employees, beginning or around the 10<sup>th</sup> 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 your bill by the first of each month. All bills are due by the 10<sup>th</sup> of each month. The late charge is added if balance is not paid by the 15<sup>th</sup> of each month. If the bill is past due - a final disconnect notice will be sent out, giving you the final day to pay before the meter is shut off. There is a \$40.00 reconnect charge when disconnected. 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. We do not recommend putting cash in the night deposit and are not responsible for lost payments.

\*In cases where a member has rental property, an alternate billing agreement must be signed by the owner of the membership, giving Crystal Clear staff authorization to change billing. No deposits will be 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** returned checks or bank drafts.

\*A 3% fee will be added to all credit or debit card transactions.

