

CUSTOMER INFORMATION

Physical and Mailing Address

2370 FM 1979 – San Marcos Texas 78666-2100

Phone Numbers

Main Line 830-372-1031

Alternate 830-372-1055

Toll Free 800-659-1031

Fax 830-372-0067

Internet Address

www.crystalclearwsc.com

On our website you will find common forms available for downloading and printing and general system information. Feel free to email 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 or billing

robert@crystalclearwsc.com – Operator, administrative and repairs

sylvia@crystalclearwsc.com – billing or repairs

Office Hours

Monday through Friday from 8 am to 5 pm.

In case of emergencies (leaks, cut lines, etc.) AFTER HOURS, WEEKENDS and HOLIDAYS ONLY – call 830-372-1406.

Current Monthly Rates

\$ 31.50 minimum – 0 gallons – service availability charge.

\$ 3.78 per 1,000 gallons – 0 to 10,000 gallons.

\$ 4.55 per 1,000 gallons – 10,000 to 20,000 gallons.

\$ 5.78 per 1,000 gallons – 20,000 to 50,000 gallons.

\$ 7.12 per 1,000 gallons – over 50,000 gallons.

General Information

*Meters are read by Crystal Clear Water employees, beginning 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 your bill by the first of each month. All bills are due by the 10th of each month. The late charge is added if the balance is not paid by the 15th of each month. If the bill is past due, a final disconnect notice will be sent out which will give you the final day to pay before the meter is shut off. There is a \$100.00 reconnect charge when disconnected. The meter will be turned back on only during business hours.

*A night deposit box is available for payments made after hours, weekends and holidays. It is located at the drive thru, but 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 on 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 service charge for all returned checks or bank drafts.