

Picosawater Supply Corp.

3274 FM 2579

Floresville, Texas 78114-4962

Office (830) 393-4424

Fax (830) 393-4371

Monday-Friday 8 a.m. to 4 p.m.

www.picosawsc.com

Billing Clerk - Cynthia Rouse

crouse@picosawsc.com

Office Administrator - Cynthia Nichols

cnichols@picosawsc.com

Lead Operator - Josh Peeples

(210) 336-7887

Operator - Vince Hernandez

(830) 251-1474

Field Svc. Technician - Romeo Gaither

Monthly Minimum up to <u>1,000</u> Gallons	\$9.40
1,001 to 2,000 Gallons	\$6.80
2,001 Gallons and Over	\$8.10

Subscribe to receive news & alerts via email or text at Picosawater website: www.picosawsc.com

Online bill pays at www.picosawsc.com or pay by phone (855) 646-4778. A 4% service fee will apply. Payment by credit card is unavailable at PWS Office.

New water bills are mailed on or before the 25th of each month. Bills are due on 10th of the month. A Late Payment Fee of \$5.00 or 5% whichever is larger shall be applied to delinquent bills after the 10th. If the 10th falls on a weekend or holiday, due date will be the following business day.

Past due bills are mailed on the 11th of each month. Past due balance must be paid in full before midnight on the last Monday of the month. Failure to make payment will result in water disconnection the following day and a reconnection fee of \$40 will apply.

Same day reconnection must be paid in office by 3pm. (Must pay past due balance and \$40 reconnection fee). Please note: No Unlocks After 4pm

Failure to receive bill does not exempt you from monthly payment or disconnect.

PWS accepts check, money order, cash (no change available at office if paying with cash). Overage is credited to account. Contact your bank in setting up a draft, bank will mail your payment to PWS. Returned Check Fee (\$35)

Drop box is in front of the building for after hour payment drop.

Drive thru window is open during business hours.

*Report leaks, vandalism, or suspicious activity to Picosawater office.

*As a water member, it is your responsibility in maintaining your meter area clear of weeds, shrubs, tree limbs, etc. This is for the safety of the Operators.

*Please restrain your pets when Operators are answering service calls.

*Do not call Operators for billing account information or new water services, call the office during business hours.

Update Picosawater office with current phone number(s) or address changes. PWS may need to contact you if any water issues occur or questions to your account.

Board Meetings are held at Picosawater office the third Thursday of each month at 7 p.m.

Copies of the Tariff and other Corporation documents are available at our office during business hours. Updated Tariff is available at PWS office or at www.picosawsc.com

Equipment Damage Fee. If the Corporation's facilities or equipment have been damaged by tampering, by-passing, installing unauthorized taps, reconnecting service without authority, or other service diversion, a fee shall be charged equal to the actual costs for all labor, material, and equipment necessary for repair, replacement, and other Corporation actions.

Meter Test Fee. The Corporation shall test a Member's meter upon written request of the Member. The first test is free of charge. Any Member requesting additional meter tests after the Corporation has proved the meter is functioning adequately a fee of \$50 will be assessed to the account holding Member.

Customer Service Inspection Fee. There is no fee for each applicant before permanent continuous service is provided to new construction. However, if the Corporation deems it necessary to perform a second inspection for suspicion of non-compliance, there will be a \$25 fee assessed to the account holding Member.

Only **ONE METER PER RESIDENCE** is permitted. If you have two or more residences tied to one meter you are in Violation of State Law.

Members must contact Picoso Water Supply when closing account and transferring of membership.

Picoso Water Supply Corporation who is here to serve wishes to thank the community for your continued support.