

**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](http://www.picosawsc.com)

Office Administrator - Cyndi Nichols

[cnichols@picosawsc.com](mailto:cnichols@picosawsc.com)

Billing/Accounts Specialist - Cynthia Rouse

[crouse@picosawsc.com](mailto:crouse@picosawsc.com)

Operations Manager - Josh Peeples

(210) 336-7887

Water Operator - Tyler Helgeson

(830) 251-1474

**\*Water Rates Effective March 2019\***

Monthly Minimum up to <u>1,000</u> Gallons	\$9.85
1,001 to 2,000 Gallons	\$7.41 per thousand
2,001 Gallons and Over	\$8.63 per thousand

Subscribe to receive news & alerts via email or text at Picosawater website: [www.picosawsc.com](http://www.picosawsc.com)

Set up online bill pay at [www.picosawsc.com](http://www.picosawsc.com) or pay by phone (877) 232-2848.

Take advantage of upgrade features like text and email reminders and/or Autopay recurring payments.

Convenience Fees apply: Credit/Debit Card 2.75% w/min. of \$1.75

Electronic Check \$2.00

New water bills are mailed on or before the 25<sup>th</sup> of each month.

Bills are due on the 10<sup>th</sup>.

If the 10<sup>th</sup> falls on a weekend or holiday, the due date will be the following business day.

A late fee of \$5.00 or 5% shall be applied to delinquent bills after the 10<sup>th</sup>.

Failure to make payment the previous months balance before the CUT-OFF DATE as printed on the statement or past due notice will result in disconnect the next day.

A \$40 fee will apply to account for non-payment of the previous months balance.

For services to be reconnected the same day, past due balance and \$40 fee must be paid in the office by 3 p.m.

**PLEASE NOTE: "WE DO NOT UNLOCK AFTER 4 p.m."**

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

PWS accepts checks, money orders, cash (no change if paying with cash). Overage is credited to the account.

Contact your bank in setting up a draft, and the bank will mail your payment to PWS.

Returned Check/CC Fee (\$35)

- ❖ Report leaks, vandalism, or suspicious activity to the Picosawater office.
- ❖ As a water member, for the safety of the Operators, it is your responsibility to maintain your meter area clear of grass, weeds, shrubs, tree limbs, cactus, etc.
- ❖ Do not call Operators for water bill account information or new water services, call the office for information during business hours.
- ❖ PWS maintains the meter, regulator, ball valve & 6" nipple only. Operators do not enter members property to find or repair leaks.
- ❖ **IMPORTANT:** Call PWS before any digging is done so Operators can locate water lines.

**\*Effective January 21, 2021: Trip Fee \$25.00**

- ❖ Leak in meter box on member side.
- ❖ Member cannot turn the water off.
- ❖ A-line locate is good for only 14 days from the time the operator located the line. A trip fee applies for repeating the locate.
- ❖ 1st meter reread will be free. If called out again to do the 2nd reading, there is a trip fee.

**IMPORTANT:** Update the Picoso office with your current phone number(s) & address changes. PWS may need to contact you if any water issues occur or questions to your account.

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

Members must contact Picoso Water Supply when the property has been sold to close the account and to transfer membership. Any balance due on account must be paid before transferring to new owners. New owners will need to come in with proper paperwork to open a new account. Call the office for information.

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

**\*\*See Tariff, Section D-19 (A) Prohibition of Multiple Connections to a Single Tap for full details.**

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