

Picosawater Supply Corp.
3274 FM 2579
Floresville, Texas 78114-4962
Office (830) 393-4424
(830) 391-2902
Monday-Friday 8 a.m. to 4 p.m.
www.picosawater.com

Office Administrator - Cyndi Nichols
cnichols@picosawater.com
Billing/Accounts Specialist - Cynthia Rouse
crouse@picosawater.com
Water Operator – Robert Ayala
rayala@picosawater.com (830) 251-1474

Water Rates Effective June 2023

Monthly Minimum up to <u>1,000</u> Gallons	\$10.75
1,001 to 2,000 Gallons	\$8.10 per thousand
2,001 Gallons and Over	\$9.42 per thousand

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

- * Set up online bill pay at www.picosawater.com or pay by phone (877) 232-2848
- * Convenience Fees apply: Credit/Debit Card 2.75% w/min. of \$1.75
Electronic Check \$2.00
- * To update your payment information, call Nexbillpay Customer Service (800) 639-2435
- * Picosawater WS does not have access to your Nexbillpay account or credit card information

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

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

- * Failure to make payment before the CUT-OFF DATE as printed on statement or past due notice, will result in disconnection the next day
- * A \$40 disconnect fee will apply to account for non-payment of previous months balance
- * If services are disconnected, and to be reconnected the same day, past due balance and \$40 fee must be paid in office by 3 p.m.

PLEASE NOTE: “WE DO NOT RECONNECT AFTER 4 p.m.”

- * PWS accepts: Personal Check, Money Order, Cashier’s Check, Credit/Debit Card
- * Contact your bank in setting up a draft, the bank will mail your payment to PWS
- * Returned Check/E-Check Fee (\$35)

- * Report leaks, vandalism, or suspicious activity to Picosawater WS office
- * Operators do not enter members property to locate or repair water lines
- * **IMPORTANT***: Call PWS before any digging is done so Operator can locate water line
Picosawater WS is not part of Texas811

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

- * Member cannot turn water off and operator is called.**
- * A line locate is good for only 14 days from when operator located.
A trip fee applies if the operator is called again to locate.**
- * First meter reread is free, if called out again to do a second reading, there is a trip fee**

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

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

Members must contact Picoso Water Supply to finalize your account when the property has SOLD. Any balance due on account must be paid in full immediately and before new ownership. The meter will be locked until new owner(s) come in with proper paperwork to establish a new account.

Only ONE METER PER RESIDENCE is permitted per TCEQ rule number [291.89(a)(4)]. 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.**

Should the member fail to meet the requirements of the Service Agreement, the meter will be discontinued.

Our system operators continue to have difficulty assessing and, in some cases, locating meter boxes. We respectfully request your assistance in keeping the weeds and grass clear around the area of your meter. Not only does overgrowth create obvious problems for our operators, but it is also a significant safety and health hazard. Your continued cooperation in this matter will be appreciated.