

# WELCOME AND INFORMATION SHEET

## THE CONSOLIDATED WATER SUPPLY CORPORATION

401 NE LOOP 304

CROCKETT, TX 75835

Phone: 936-544-2986 Fax: 936-544-7712

Welcome to our system. The information on this sheet will be helpful to you in the future.

OFFICE HOURS: Monday – Friday 8:00 AM to 4:30 PM. Closed on holidays and weekends, please check with office for a complete list of holiday closings. AFTER-HOURS: Call (936) 544-2986, calls monitored 24/7 for emergencies. Bills are mailed on or before the 25<sup>th</sup> of each month and due on or before the 10<sup>th</sup> of the following month to avoid a 10% late charge.

|   |                |
|---|----------------|
| MINIMUM MONTHLY CHARGE FOR WATER:                           | \$34.00        |
| \$34 (standard 5/8 x 3/4" meter) + 0.5% TCEQ Regulatory Fee | <u>\$ .17</u>  |
| (No Included Gallons)                                       | <b>\$34.17</b> |

|  |               |
|--|---------------|
| GALLONAGE CHARGE (PER THOUSAND GALLONS): | <b>\$5.40</b> |
| + 0.5% TCEQ Regulatory Fee               |               |

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|--|---------------------|
| METER RE-INSTALLATION – <b>Functional tap &amp; box on property but no meter</b>                                   | <b>\$968 and up</b> |
| Membership Fee: \$408  |                     |
| Easement Filing Fee: \$30  |                     |
| Re-Install Fee (Parts & Labor): \$530  |                     |
| Total = <b>\$968</b> + cost to re-establish service, for example if the tap has failed or construction is required |                     |

|   |                |
|---|----------------|
| NEW METER INSTALLATION – <b>Standard service, no road crossing required</b>                     | <b>\$3,128</b> |
| <b>This is a new tap of an existing main located at the road in front of or on the property</b> |                |
| Membership Fee: \$408   |                |
| Easement Filing Fee: \$30   |                |
| Tap Fee (Parts, Equipment, Labor): \$1,490  |                |
| Equity Buy-In*: \$1,200   |                |
| Total = <b>\$3,128</b>  |                |

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|---|-----------------------|
| NEW METER INSTALLATION – <b>Standard service with a road crossing</b>   | <b>\$4,308 and up</b> |
| <b>This is new tap of an existing main located across the road from the property, requiring major construction &amp; permitting</b> |                       |
| Membership Fee: \$408   |                       |
| Easement Filing Fee: \$30   |                       |
| Tap Fee (Parts, Equipment, Labor): \$1,490  |                       |
| Equity Buy-In*: \$1,200   |                       |
| Road Crossing Construction: Varies based on construction complexity & permitting, usually \$1,180 to \$2,000                        |                       |
| Total = <b>Quoted on a per-application basis</b>  |                       |

SERVICE INVESTIGATION FEES – We assess a \$50 non-refundable charge to investigate and quote presumed standard service requests. This is in response to unprecedented requests for new service in recent months. Thanks for your patience.

### NON-STANDARD SERVICE REQUESTS

**This includes line extensions to get water to a property, commercial service requests such as RV parks, gas stations, and subdivisions, or any other service requests requiring major construction, increased demand or potential health hazards.** A preliminary assessment will determine non-standard service applicability and, if so, additional Service Investigation Fees must be paid according to the schedule below before a quote will be furnished.

|  |   |
|--|---|
| Residential Standard Service Investigation     | \$50                                    |
| Residential Non-Standard Service Investigation | \$100                                   |
| Commercial Service Investigations              | \$225                                   |
| Subdivision Service Investigations             | \$500, Plus additional engineering fees |

|   |              |
|---|--------------|
| RECONNECT FEE (following service disconnection for non-payment)<br>NO RECONNECT after-hours | <b>\$150</b> |
| SERVICE CALL/TRIP FEE   | <b>\$150</b> |
| EASEMENT FEE (filed with each transfer and install)   | <b>\$30</b>  |
| TRANSFER FEE (membership transfer due to real estate transaction)                           | <b>\$50</b>  |

## FAQ's

How can I pay my bill?

**Online Bill Pay** at [www.consolidatedwsc.com](http://www.consolidatedwsc.com).

**Pay by Phone:** 855-291-3346.

**Bank Draft:** See the Bank Draft Form in your application packet or come by the office.

**In-person:** Drive-through or after-hours drop box.

**Mail:** P.O. Box 1226 Crockett, TX 75835

Can I get my membership fee back?

Your membership fee is refundable with voluntary disconnection, less the disconnect fee and balance owed. Selling your property requires transferring the associated membership to the buyer as part of that real estate transaction, in which case no refund is issued.

How can I get involved with the organization?

Join us at board meetings! Our **board meetings are held the second Tuesday of every month**. Please consider visiting us and getting to know the Team. We often have volunteer opportunities available including board positions and credentials committee (election) opportunities.

How much are sewer and trash services?

Sorry, we provide delightful drinking water only – no sewer services or trash pick-up. You will need to arrange for trash pick-up and suitable septic installation and maintenance.

How many gallons are included with the \$34.00 minimum charge?

No gallons are included. The minimum charge is a service availability fee based on demand by meter size. Regardless of whether you use the meter, we are required by law to reserve 200 gallons of storage tank capacity, 20 gallons of pressure tank capacity, 0.6 gpm of well capacity and 2 gpm of booster pump capacity for each meter. See reverse side for charges incurred for gallonage.

What is an Equity Buy-In Fee?

Each applicant for new or additional service is required to achieve parity with the contributions to the Corporation's facilities that have been made by existing member meters. This fee is calculated by taking the system's total capital assets from the yearly audit and dividing by the number of members. The current equity buy-in rate is below the maximum allowable. This revenue is used for capital improvements required to meet regulatory capacity requirements.

I have other questions or comments about my water or service quality, where do I go?

Please call or stop by and we'll point you in the right direction. Additional service rules and business information may be found in your service application and in the current tariff on file with our office. Copies of the tariff and other Corporation documents are available for inspection or copying at our office during normal business hours. General water quality information is available in our Consumer Confidence Reports found at [www.consolidatedwsc.com](http://www.consolidatedwsc.com). Please do not hesitate to call, we welcome feedback as a tool to continually improve our product and service quality.

Please help us keep the water *clean, affordable* and *reliable* by reporting all leaks, vandalism or suspicious actions to our office.

Thank you for allowing us to serve you!

The Consolidated WSC is an equal employment opportunity provider.