

EMERGENCY CONTACT	Please call (830) 372-1031 immediately to report an EMERGENCY				
	On Call Services are available 24 hours a day for EMERGENCY situations. You must CALL CCSUD to report the Emergency, select Option 2 during normal business hours and Option 4 after hours. Non-Emergency issues can be reported at https://www.crystalclearsud.org/contact-us or by calling (830) 372-1031 and selecting Option 2 during normal business hours (8AM-5PM M-F)				
PAYMENT METHODS AND CUSTOMER SERVICE INFORMATION	By Phone:	Check your balance, make payment or verify payment status	English IVR (888) 617-7454 Spanish IVR (888) 626-9065	Credit/Debit Card Only	
	By Mail:	Please include bill stub to ensure your payment is posted promptly	2370 FM 1979 San Marcos, Texas 78666 CASH ACCEPTED BY MAIL	Check, Money Order, or Cashier's Check Only	
	Online:	CCSUD Website	https://www.crystalclearsud.org/		Credit/Debit Card or ACH
		Your Bank's Online Bill Pay Service	2370 FM 1979 San Marcos, Texas 78666		Electronic Payment
	Automatic Payments:	<u>BANK DRAFT RECURRING AUTOPAYMENT ONLY:</u> Download and print the form https://crystalclearsud.org/documents/296/BANK_DRAFT_FORM_REV2016.pdf or request one from the CCSUD Office This must be turned into the CCSUD Office - NOT processed online		Download	Automatic Recurring Payments Drafted Directly from Your Bank Account Monthly
		<u>CREDIT/DEBIT RECURRING AUTOPAYMENT ONLY:</u> Login to your online profile https://logicsolbp.com/crystalclear/login.aspx You must pay the full amount due and check box to Enroll in Autopayment			Automatic Recurring Payments Charged to Your Credit/Debit Card Monthly
	In Person:	CCSUD Office - In Person (M-F 8AM-5PM)			Cash, Check, Money Order, or Cashier's Check
CCSUD 24/7 Drop Box/Night Drop - check, money order and/or cashier's check NO CASH OR CREDIT/DEBIT CARDS ACCEPTED IN 24/7 DROP BOX/NIGHT DROP			Check, Money Order, or Cashier's Check Only		

IMPORTANT INFORMATION AND REMINDERS

- > CCSUD water bills are due upon receipt. The Due Date shown on the bill applies only to the current charges and does not extend the time period for payment of any prior bill
- > A late fee of \$20 or 15%, which ever is higher, will be applied to any unpaid balance not paid by the original Due Date (10th). **CCSUD does not recognize post marks**
- > **Accounts with a Past Due balance are subject to immediate disconnection if payment is not posted to the account by 7AM on the date of disconnection.** All applicable fees will be added to the account at **7AM** on disconnect day and the past due balance including all applicable fees must be paid to restore/continue services.
- > A fee will be charged for any non-cash payment returned or rejected by the bank or credit card company for any reason, including but not limited to, insufficient funds, stopped payment or invalid account. Additionally, the payment transaction originally posted to the account will be voided, which may result in late payment fee, disconnection of services and/or other related fees ALL of which must be paid prior to restoration/continuation of services. In the event that the payment was presented to avoid disconnection of services, a disconnect fee will be added and you will have until noon the following day to pay ALL amounts due in cash, money order or cashier's check only, including applicable fees, or your services will be disconnected immediately and will not be restored until ALL outstanding amounts are satisfied.
- > After 2 rejected payments within any 12 month period, CCSUD will only accept cash, money order, and/or cashier's check for the next 12 months for any/all accounts belonging to this customer.
- > All rates and fees are subject to change at the discretion of CCSUD.
- > If you wish to stop your bank draft, you **MUST contact CCSUD in writing**. Please allow 10 business days for ANY changes to be updated on your account. Any balance remaining on the account after the account is closed will be drafted on the 10th of the next month.
- > If you wish to stop the recurring Credit/Debit Card payment you MUST do so at <https://logicsolbp.com/crystalclear/login.aspx> You will continue to be responsible for any amount due on the account and will be subject to any applicable fees once you discontinue your recurring autopayment.
- > If you are moving, you will be responsible for any charges on the account until you notify CCSUD with a request in writing to terminate services. This request must be from the property owner - renters/tenants do not have the authority to discontinue/modify services. CCSUD also does not communicate with any third-party vendors including, but not limited to trash or sewer companies.
- > ANY/ALL Payment Arrangments must be agreed to in writing by the property owner. If the owner does not sign in agreement, the account will be assessed applicable fees and will be subject to disconnect.

CCSUD IS NOT RESPONSIBLE FOR MISDIRECTED MAIL OR DELAYS DUE TO POSTAL PROBLEMS