



**ESSENTIAL INFORMATION**

2370 FM 1979, SAN MARCOS, TX  
78666  
PH: 830-372-1031 FAX: 830-372-0067  
IVR ENGLISH 1-888-617-7454  
IVR SPANISH 1-888-626-9065  
[WWW.CRYSTALCLEAR.SUD.ORG](http://WWW.CRYSTALCLEAR.SUD.ORG)  
[www.facebook.com/crystalclearsud2370](https://www.facebook.com/crystalclearsud2370)  
Office Hours M-F 7AM-5PM  
DUE DATE 10<sup>TH</sup> OF EVERY MONTH  
NO LATER THAN 5PM

CCSUD WELL LOCATED OFF OF HWY 123

**IMPORTANT DATES**

**2021**

**Bill Receipts**

Request a receipt for your payment at any time by emailing [info@crystalclearsud.org](mailto:info@crystalclearsud.org)

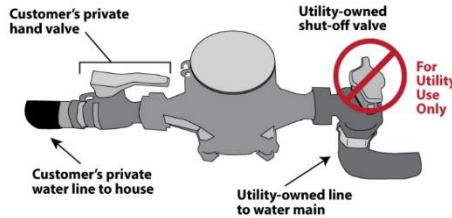


Know what's below.  
Call before you dig.

Be sure to call 811 **before** you dig so that all lines can be marked.

Call the office to report any suspected system leaks.

**BE WATER WISE!**



**CCSUD HOLIDAYS**

CCSUD will be closed for the following upcoming holidays.

- FEB 15 – PRESIDENT’S DAY
- APRIL 2 – GOOD FRIDAY
- MAY 31 - MEMORIAL DAY



**BOARD MEETING**

The CCSUD Board Meeting agendas can be found on the CCSUD website. In the wake of Covid-19, CCSUD meetings may be held via GoToMeeting. Please see the monthly agenda posting for more details.

- FEBRUARY 25, 2021
- MARCH 25, 2021
- APRIL 22, 2021
- MAY 27, 2021

**MESSAGE FROM CCSUD METER CREW**

Tips to keeping your water meter accessible

1. Trim bushes, trees, and grass that block the way or cover the meter
2. Keep pets away from the path that leads to your meter
3. Objects that cover or block your meter. Items such as cars, trailers, garbage cans, and landscape bark or gravel.
4. Locked gates – If your meter is located behind a gate that is normally kept locked, please contact us to arrange access.
5. House address is clearly displayed on your residence

**FOLLOW US ON FACEBOOK**

CCSUD now has a Facebook page. Please “like” us at

[www.facebook.com/crystalclearsud2370](https://www.facebook.com/crystalclearsud2370)



**SPECIAL MESSAGE**

Crystal Clear SUD would like to send a special THANK YOU to our customers that have worked with our Land Acquisition Team and donated easements to CCSUD. We appreciate all that contributed.



## CCSUD & COVID-19

You may notice that our office has remained closed to public interaction to protect our customers, employees and the community, however, CCSUD continues to be here for our customers. We are structured to provide many payment options to our customers for their convenience (by USPS or phone/online/night drop are all offered 24/7/365).

Please, do not hesitate to call (830) 372-1031 option 3 for any business or account questions and concerns. Our office staff are ready to answer.

Please visit [www.crystalclearsud.org](http://www.crystalclearsud.org) for updates regarding our COVID-19 response, as well as resources and helpful information.

As always, thank you  
CCSUD Management and Staff

*Happy Valentine's Day*

### Feasibility/ Engineer Study

If you are in the market to purchase property or add a building of any sort to a currently owned property, which water will be associated, it is strongly recommended that you contact CCSUD prior to the acquisition of the property or building of the structure to determine the availability of water capacity and any costs associated with the water services. Many people assume properties have those utility services in place; we have seen cases where the new land owner is shocked to find out that no water services exist.

CCSUD uses a third-party engineering firm that tracks any information about line sizes, line capacity, etc. Please be aware that we do not have that information here in our office. CCSUD has to send any inquiries, Engineer or Feasibility studies; to ensure adequate and correct information is given.

Reach out to any of our CSRs and they can inform you on pricing and the proper steps to take to complete a Feasibility/ Engineer Study.

### Save The Bees

We find bees in our meter boxes from time to time and if anyone is interested in coming to retrieve the bees at no cost to CCSUD, please contact the office at 830-372-1031 to provide your contact information.



## POSSIBLE WATER LOSS AT 60 PSI

Pipe Leak Size	Gallons Lost Per Day	Gallons Lost Per Month
	360	11,160
	3,096	95,976
	8,424	261,144
	14,952	463,512

This chart puts into perspective how much estimated water can be lost in a leak within a month. Water loss costs the District money as well as you the customers. It is important that you report any suspected leaks that you may see, as well as repair your own leaks as soon as possible. Thank you in advance for your cooperation.

### Joke of the Month



What kind of rocks are never under water?  
*Dry ones.*



Our Field staff work hard to perform maintenance and repairs. If you have questions regarding their presence, please contact the office. Please, Do Not approach them as they are doing jobs and are dressed to perform it safely. You put yourselves and our employees in harm's way when you are in their work zone area.

**THANK YOU for being our customers!**