



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.CRYSTALCLEARSUD.ORG
www.facebook.com/crystalclearsud2370
Office Hours M-F 7AM-5PM
DUE DATE 10TH OF EVERY MONTH
NO LATER THAN 5PM

IMPORTANT DATES

MESSAGE FROM CCSUD METER CREW

Directly connected to the meter
When piping to the meter CCSUD recommends getting a licensed plumber or purchasing the additional parts needed to connect correctly to the meter. This will ensure the safety and security of the line when CCSUD does any meter update.

Debit/ Credit Card Draft



Effective **August 1, 2020**, all automatic credit/debit card payments will be processed on the **7th of each month**. This will allow the customers time, prior to the payment deadline of 5PM on the 10th, to resolve the payment by an alternate method and prevent a late payment from being assessed to their CCSUD account.



**Know what's below.
Call before you dig.**

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

Bill Receipts

Request a receipt for your payment at any time by emailing
info@crystalclearsud.org

Call the office to report any suspected system leaks.

BE WATER WISE!



Tips to Conserve Water Indoors:

- Regularly check for & repair water leaks
- Check running toilets
- Take shorter showers
- Only wash full loads
- Know where your master shutoff valve is located
- Turn the sink faucet on only to rinse

FOLLOW US ON FACEBOOK

CCSUD now has a Facebook page. Please "like" us at www.facebook.com/crystalclearsud2370



CCSUD HOLIDAYS

CCSUD will be closed for the following up-coming holidays.

- **Oct 12 Columbus Day**
- **Nov 11 Veteran's Day**
- **Nov 26&27 Thanksgiving Holiday**



CONTRACTORS/VENDORS

CCSUD uses various contractors to complete projects. Occasionally you may notice them in your area. If at any time you have a concern, do not hesitate to contact our office to inquire (830) 372-1031.

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.

- **SEPTEMBER 24, 2020**
- **OCTOBER 22, 2020**
- **NOVEMBER 19, 2020**

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.

Please, do not hesitate to call (830) 372-1031 option 2 or 512-216-0327 for any business or account questions and concerns. Due to a high call volume please leave a detailed message including a call back number and Customer Service Representative will reach out to you in a timely manner.

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 visit crystalclearsud.org for updates regarding our COVID-19 response, as well as resources and helpful information.

As always, thank you
CCSUD Management and Staff

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.



NEW LAW

Move Over/Slow Down Law: The law now includes utility service vehicles. If seen on the side of the road, passing drivers must either move over one lane or slow down to a minimum speed.

Please help us keep all utility crews safe!



NEW BILLING DATE

CCSUD will be sending the bills out earlier in the month beginning September 2020 to provide for more time for your review. These will be generated the day after due date and will reflect a previous balance **if your payment was not received by 5PM on the 10th, and will include the late fee.**

New charges will be listed under **current charges**. The **current charges, specifically, will be due by 5PM on the 10th of the following month as usual.** Please note that **any previous balance is the outstanding balance and due before 7AM on disconnect day of the current month, and will not be rolled over to the next due date.**

Due date and Cut-off date are both applicable to the **new billing amount defined as current charges.**

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 is not the case.

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 CSR's and they can inform you on pricing and the proper steps to take to complete a Feasibility/ Engineer Study.

Joke of the Month



Where can you find an ocean with no water?
On a map!



**THANK YOU for being
our customers!**