



WINTER NEWSLETTER

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

IMPORTANT DATES

Bill Receipts

Request a receipt for your payment at any time by emailing 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.



Debit/ Credit Card Processing

Effective November 1st, 2020; Bill Servicing, a division of Bankcard Associates, have implemented changes to their current fee schedule within the next 30 days to all IVR and Online Payees as follows:

A charge of 2.95% to any transaction above \$85

A charge of \$2.50 to any transaction below \$85

Call the office to report any suspected system leaks.

BE WATER WISE!



Tips to Conserve Water During Winter:

- Make sure your exposed outdoor pipes and hose bibs are securely covered
- Check for leaks after any thaws
- Know exactly where your shut-off valve is located
- Always be on the lookout for leaks around your appliances
- Outdoor watering should be cut back significantly
- Check the water meter and monthly bills to track water usage



CCSUD HOLIDAYS

CCSUD will be closed for the following upcoming holidays.

- Nov 26&27 Thanksgiving Holiday
- DEC. 24 & 25 CHRISTMAS HOLIDAY
- DEC.31 NEW YEARS EVE
- JAN. 1 NEW YEAR'S DAY
- JAN. 18 MARTIN LUTHER KING JR. 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.

- **DECEMBER 3, 2020**
- **JANUARY 28, 2020**
- **FEBRUARY 25, 2020**

FOLLOW US ON FACEBOOK

CCSUD now has a Facebook page. Please "like" us at

www.facebook.com/crystalclearsud2370



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 a Customer Service Representative will reach out to you in a timely manner.

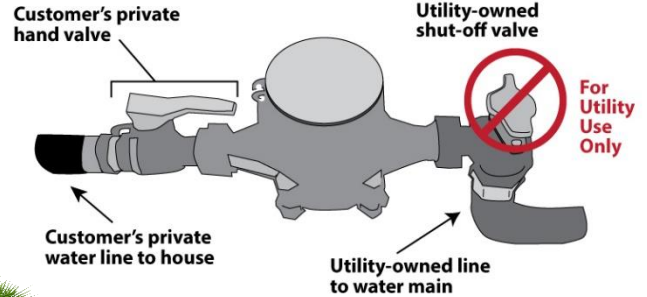
We are structured to provide many payment options to our customers for their convenience (by USPS or phone/online/night drop are all offered 24/7/365).

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.



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. Clear objects that cover or block your meter. Such as cars, trailers, garbage cans, and landscape bark or gravel.
4. Unlock gates – If your meter is located behind a gate that is normally kept locked, please contact us to arrange access.
5. Display house address clearly at your residence.

CHECKLIST FOR CHASING DOWN LEAKS

BATHROOM

- Toilets
- Faucets
- Showerheads
- In the tub
- Under the sink

KITCHEN

- Faucets
- Sprayer
- Under the sink
- Appliances

LAUNDRY/ UTILITY ROOM

- Under sink
- Clothes washer

BASEMENT/ GARAGE

- Water heater
- Water softener

OUTSIDE

- Spigots
- Irrigation Systems
- Backflow Preventors

**Check for signs of moisture or mold on your walls, ceilings, or floors.

Joke of the Month



What is a mountains favorite type of candy?
Snow caps.



**A VERY MERRY
CHRISTMAS
and Happy New Year!**

**THANK YOU for being
our customers!**