



ESSENTIAL INFORMATION

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 IVR SPANISH 1-888-626-9065
WWW.CRYSTALCLEAR.SUD.ORG
www.facebook.com/crystalclearsud2370
 Office Hours M-F 7AM-5PM
 DUE DATE 10TH OF EVERY MONTH
 NO LATER THAN 5PM

SEE PAGE 2 FOR MORE INFORMATION

IMPORTANT DATES

Introducing CCSUD's New General Manager

The Board of Directors selected Mr. Taylor's successor effective October 1, 2021, Mrs. Regina C. Franke.

Ms. Franke started her career in the water industry 11 years ago at Schertz-Seguin Local Government Corporation. Crystal Clear SUD was fortunate in acquiring her as an Office/HR Manager in 2016. Since her initial position at CCSUD, Ms.

Franke has been promoted to Business/HR Manager, followed by the task of Assistant General Manager and now her most recent title change to General Manager.

**Congratulations
Regina C. Franke**



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

- **DEC 24-27 – CHRISTMAS HOLIDAY**
- **DEC 31 – NEW YEARS EVE**
- **JAN 3 – NEW YEAR (*Observed*)**
- **JAN 17 – MARTIN LUTHER KING JR. DAY**
- **FEB 21 – PRESIDENTS DAY**



BOARD MEETING

The CCSUD Board Meeting agendas can be found on the CCSUD website. Please see the monthly agenda posting for more details.

- **JANUARY 27, 2022**
- **FEBRUARY 24, 2022**
- **MARCH 24, 2022**
- **APRIL 28, 2022**



After 8 years of dedicated service to CCSUD it is bittersweet for us to announce the retirement of Mr. Mike Taylor as General Manager. Mr. Taylor's last official working day with CCSUD was September 30, 2021. However, we congratulate Mr. Taylor as he moves into the next chapter in his life.

On behalf of the Board of Directors and staff at CCSUD, we would like to wish him the best of luck.



FOLLOW US ON FACEBOOK

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

www.facebook.com/crystalclearsud2370



CCSUD & COVID-19

On Wednesday, December 1, 2021 Crystal Clear Special Utility District (CCSUD) opened its drive thru window located on the south side of the building. At this time the office lobby will remain closed and an update will be provided once a date is determined for reopening. Safety concerns for Staff and Customers will continue to be CCSUD's top priority.

Please note our night drop, online, and IVR features will continue to be accessible 24/7. Please visit www.crystalclearsud.org for updates regarding our COVID-19 response, as well as resources and helpful information. If you have any questions or concerns, please contact the office at 830-372-1031.

We thank you for your continued patience.
CCSUD Management and Staff




Homeowner Responsibility

CCSUD is responsible for maintaining and replacing water mains throughout the District, while property owners are responsible for their service line, ensuring access to water meters for reading and maintenance, and internal plumbing equipment such as pressure reducing valves (PRV).

SERVICE LINES: CCSUD is not responsible for repairing the water line between the service connection and the home.

METER BOX: Do not block or cover the meter box with shrubbery, ground cover, lawn ornaments, flower pots, or other structures.

PERFORM MAINTENANCE ON YOUR METER BOX



Regular cleaning of the meter box can help you find leaks before they become a major problem. A clean water meter box will help keep the shut off valve accessible in the event of a leak requiring a water shut off to complete repairs.

If you see water in the box and you are not sure what to do, you should remove the water from the box and look at the face of the meter to see if the meter is showing any water flow. Turn off all water in your house and any water running through outside faucets before checking the meter. After everything is turned off, if there is still flow on the meter you can safely assume that you have a leak on your water line somewhere.

If there is no flow shown on the meter face, then the water in the box could be from a leak on the water utility's side. In this case, call them as soon as possible for the required repairs.



Can we get your number?

Why CCSUD needs your contact information? We need to be able to communicate with you at a moment's notice to ensure you are drinking safe water. This communication is only effective if CCSUD has up-to-date phone numbers (land or cell) and a current email address.

Please reach out to our Customer Service Reps to make sure your water utility account has most current contact information.



A VERY MERRY CHRISTMAS and Happy New Year!

THANK YOU for being our customers!