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San Marcos, TX 78666
(830) 372-1031

Customer Service Inspections
Final Notice
June 6, 2025

The Crystal Clear Special Utility District (CCSUD) monthly billing for April 2025 included a written notice regarding Customer Service Inspections (CSIs). In that correspondence customers were asked to contact CCSUD to determine if they had a (current, valid, and passing) CSI on file with their water purveyor (CCSUD).

As of the date of this final notice one of these circumstances exists:

1. You have **not** contacted CCSUD to determine if you have a current, valid, and passing CSI on file.
 - ❖ Your water service may be subject to interruption if you have not contacted CCSUD by July 9, 2025, 5:00 PM CST to determine if a CSI is needed.
2. You have called and it was determined that you are required to have a CSI performed and CCSUD has no record of a current, valid, and passing CSI on file to date.
 - ❖ Your water service may be subject to interruption if CCSUD does not receive a passing CSI by July 9, 2025, 5:00 PM CST. If you currently have a CSI scheduled which will be performed after July 9, 2025, deadline, please contact CCSUD Office to update your account.

CCSUD Staff no longer provides the CSI service. A CSI Certificate is required to be provided by a licensed inspector. Please choose an **approved** inspector from the list on www.vepollc.com. Once the CSI is complete, please contact CCSUD Office to ensure your account has been updated and is in good standing. It is recommended that you request a copy of the CSI from the inspector.

*For information on Customer Service Inspections, please refer to TCEQ's Regulatory Guidance RG-206 (this can be found on the TCEQ website) and or CCSUD Rules and Regulations (these can be found on the Crystal Clear Special Utility District website).

Thank you,

CCSUD Management