



ESSENTIAL INFORMATION

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IVR ENGLISH 1-888-617-7454
IVR SPANISH 1-888-626-9065
WWW.CRYSTALCLEARSUD.ORG
www.facebook.com/crystalclearsuds2370
Office Hours M-F 7AM-5PM
DUE DATE 10TH OF EVERY MONTH
NO LATER THAN 5PM

IMPORTANT DATES

MESSAGE FROM CCSUD METER CREW

“New Acoustic meters are being installed in different areas throughout CCSUD coverage area. These meters provide new leak detection technology that will help our Tech’s locate leaks on our main line faster.” -Lead Meter Tech

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.

FOLLOW US ON FACEBOOK

CCSUD now has a Facebook page. Please “like” us at www.facebook.com/crystalclearsuds2370



Call the office to report any suspected system leaks.

BE WATER WISE!



Tips to Conserve Water Outdoors:

- Water only in the morning
- Water only when grass begins to show signs of stress
- Use sprinklers that throw big drops of water close to the ground
- Use a broom to wash your driveway
- Don’t water the pavement
- Plant native, drought-tolerant or adapted plants in your yard

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.

CCSUD HOLIDAYS

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

- July 3 Independence Day
- September 7 Labor 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 teleconference. Please see the monthly agenda posting for more details.

- JULY 23, 2020
- AUGUST 27, 2020
- SEPTEMBER 24, 2020

On Behalf of CCSUD Management and Staff we would like to thank Dr. Davidson for over 5 years of service on our Board of Directors. We are all extremely proud of the new chapter he is taking; full time Professor of Engineering at Texas State University.



Thank you, Dr. Davidson!

Congratulation to our New Board of Director A. Pooley!

CCSUD & COVID-19

At Crystal Clear Special Utility District (CCSUD), we keep the customers in mind in everything we do. We've proudly continued our promise to provide clean, reliable potable water to our customers at the lowest possible cost, while ensuring that it meets both the customer's current and future water needs.

While the Texas economy is reopening, our operation and services has never stopped. Because of our designation as critical infrastructure — we've continued to work for you.

Our office will remain 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 our Staff with any questions or concerns (830) 372-1031.

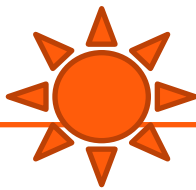
Please visit crystalclearsud.org for updates regarding our COVID-19 response, as well as resources and helpful information.

As always, thank you
CCSUD Management and Staff

CORONAVIRUS PREVENTION



CHECK OUT TIPS FROM THE CDC



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.



How Does CCSUD Bill Customers?

We first start by reading meters on the 1st of each month.

This gives us usage of what ran through the meter for the past 29-31 days.

On the last week of the month we take that usage and bill you (the customer).

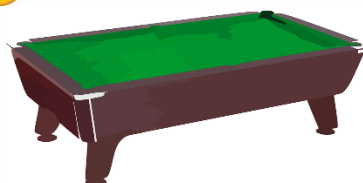
That bill will be due on the 10th of following month.

Joke of the Month

What happens when you get water on a table?



It becomes a pool table.



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!

MULTIPLE DWELLINGS

REMEMBER: Every meter is for the sole use of the Customer and is to provide water to only one (1) dwelling, or one (1) business, per PUC regulations. **Extension to another dwelling or business, etc., is prohibited.** If you have more than one dwelling or business on your meter please contact the office today.

RATE SHEET

WATER BASE RATE (UNCHANGED)

| Meter Size | Base Rate |
|-------------|-----------|
| 5/8" x 3/4" | \$ 41.21 |
| 3/4" x 3/4" | \$ 61.31 |
| 1" | \$ 101.52 |

WATER CONSUMPTION RATE (UNCHANGED)

| Consumption in Gallons | Rate per 1,000 Gallons |
|------------------------|------------------------|
| 0 to 5,000 | \$ 5.09 |
| 5,000.1 to 10,000 | \$ 5.60 |
| 10,000.1 to 20,000 | \$ 6.66 |
| 20,000.1 to 50,000 | \$ 9.00 |
| 50,000.1 to 70,000 | \$ 11.50 |
| OVER 70,000 | \$ 12.00 |

**1 GAL OF WATER AT H-E-B IS \$0.78
= \$780 IF YOU PURCHASE 1,000
GALS**

**1,000 GALS OF WATER WITH
CCSUD IS \$5.09**

THANK YOU FOR BEING OUR CUSTOMERS

As always, CCSUD Staff is here to help and answer any questions. Please do not hesitate to contact our office (830) 372-1031. A newsletter will be sent out at least 4 times a year as well as posted on the CCSUD website, CCSUD Facebook page and will be available in the CCSUD office.