

WELCOME AND INFORMATION SHEET

THE CONSOLIDATED WATER SUPPLY CORPORATION

401 NE LOOP 304

CROCKETT, TX 75835

Phone: 936-544-2986 Fax: 936-544-7712

Welcome to our system. The information on this sheet will be helpful to you in the future.

OFFICE HOURS: Monday – Friday 8:00 AM to 4:30 PM. Closed on holidays and weekends, please check with the office for a complete list of holiday closings. AFTER-HOUR EMERGENCIES: Call (936) 544-2986, calls monitored 24/7 for emergencies. Bills are mailed on or before the 25th of each month and due on or before the 10th of the following month to avoid a 10% late charge.

MINIMUM MONTHLY CHARGE FOR WATER:

\$45 (standard 5/8" x 3/4" meter) + 0.5% TCEQ Regulatory Fee
(No Included Gallons)

\$45.00

\$.23

\$45.23

GALLONAGE CHARGE (per thousand gallons for a standard 5/8" x 3/4" meter):

	Gallons	Rate
Tier 1	0 – 6000	\$5.76 per thousand gallons
Tier 2	6,001 – 20,000	\$8.26 per thousand gallons
Tier 3	20,001 – UP	\$10.26 per thousand gallons

+ 0.5% TCEQ Regulatory Fee

METER RE-INSTALLATION – **Functional tap & box on the property but no meter**

\$1,099 and up

Membership Fee: \$540

Easement Filing Fee: \$29

Re-Install Fee (Parts & Labor): \$530

Total = **\$1,099** + cost to re-establish service (for example, if the tap has failed or other construction is required)

NEW METER INSTALLATION – **Standard service, no road crossing required**

\$3,820.96

This is a new tap of an existing main with adequate capacity, located at the road in front of or on the property

Membership Fee: \$540

Easement Filing Fee: \$29

Tap Fee (Parts, Equipment, Labor): \$1,490, subject to change based on fluctuating material costs.

Equity Buy-In*: \$1,761.96

Total = **\$3,820.96**

NEW METER INSTALLATION – **Standard service with a road crossing**

\$5,820 and up

This is new tap of an existing main located across the road from the property, requiring major construction & permitting

Membership Fee: \$540

Easement Filing Fee: \$29

Tap Fee (Parts, Equipment, Labor): \$1,490, subject to change based on fluctuating material costs.

Equity Buy-In*: \$1,761.96

Road Crossing Construction: Varies based on construction complexity & permitting, usually a \$2,000 minimum

Total = **Quoted on a per-application basis**

SERVICE INVESTIGATION FEES – We assess a **\$50** non-refundable charge to investigate and quote presumed standard service requests. This is in response to unprecedented requests for new service in recent months. Thank you for your patience and for providing accurate and complete service applications when requesting a quote.

NON-STANDARD SERVICE REQUESTS

This includes line extensions to get water to a property, commercial service requests such as RV parks, gas stations, and subdivisions, or any other service requests involving major construction, increased demand or potential health hazards. A preliminary assessment will determine non-standard service applicability and, if so, additional Service Investigation Fees must be paid according to the schedule below before a quote will be furnished.

Residential Standard Service Investigation	\$50
Residential Non-Standard Service Investigation	\$100
Commercial Service Investigations	\$225
Subdivision Service Investigations	\$500, Plus additional engineering fees

RECONNECT FEE (following service disconnection for non-payment)	\$150
NO RECONNECT after-hours	
SERVICE CALL/TRIP FEE	\$150
EASEMENT FEE (filed with each transfer and new install)	\$29
TRANSFER FEE (membership transfer due to real estate transaction)	\$50

FAQ's

How can I pay my bill?

Online Bill Pay at www.consolidatedwsc.com, payment processing fees required

Pay by Phone: 855-291-3346, payment processing fees required

Bank Draft: Free! See the Bank Draft Form in your application packet or come by the office.

In-person: Drive-through, lobby, or use the after-hours drop box on our front porch.

Mail: P.O. Box 1226 Crockett, TX 75835

Can I get my membership fee back?

Your membership fee is refundable with voluntary disconnection, less any balance owed. Selling your property requires transferring the associated membership to the buyer as part of that real estate transaction, in which case no refund is issued.

How can I get involved with the organization?

Join us at board meetings! Our **board meetings are held the second Tuesday of every month**. Please consider visiting us and getting to know the Team. We often have volunteer opportunities available including board positions and credentials committee (election) opportunities.

How much are sewer and trash services?

Sorry, we provide delightful drinking water only – no sewer services or trash pick-up.

What is an Equity Buy-In Fee?

Each applicant for new or additional service is required to achieve parity with the contributions to the Corporation's facilities that have been made by existing member meters. This fee is calculated by taking the system's total net capital assets from the yearly audit and dividing by the number of members. This revenue is used for capital improvements required to meet regulatory capacity requirements.

I have other questions or comments about my water or service quality, where do I go?

Please call or stop by and we'll point you in the right direction. Additional service rules and business information may be found in your service application and in the current tariff on file with our office and the PUC. Copies of the tariff and other Corporation documents are available for inspection or copying at our office during normal business hours. General water quality information is available in our Consumer Confidence Reports found at www.consolidatedwsc.com. Please do not hesitate to call, we welcome feedback as a tool to continually improve our product and service quality.

Please help us keep the water *clean, affordable* and *reliable* by reporting all leaks, vandalism or suspicious actions to our office.

Thank you for allowing us to serve you!