

Combine Water Supply Corporation

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Email: CWSC1952@att.net

Website: www.CombineWSC.com

BILLING PROCEDURES

1. Water meters are read each month between the 15th and 20th.
2. Bills are prepared and mailed on the 28th or 29th. If you have not received by the 5th you should call the office for a copy.
3. If you feel your bill is too high or too low, please read your meter and compare to our present reading. If there is a major discrepancy, please call so that we may correct the mistake. If you want us to reread the meter, there is a \$25.00 charge if the original reading was correct. If we made the error, there is no charge.
4. **A \$10.00 penalty is required after the 15th of the month.** Bills can be paid online at www.CombineWSC.com, by mail or at the office. If you pay by cash, GET A RECEIPT.
5. For your convenience, there is a drop box for after-hour payments. Back dating your check prior the 15th does not exempt you from paying the penalty. Bills received by mail after the 15th will also have to pay the penalty. To ensure your payment is received on time, please mail 5 days in advance or pay online before the 15th.
6. If a bill remains unpaid by the 16th of the month, you will be mailed a notice of disconnect and your meter will be disconnected on the date specified or as our workload allows if payment is not received as noted in the disconnect letter.
7. If your past due bill is not paid by the disconnect date, there will be a \$50.00 charge added to your account on the 25th of the month. We will reinstate service during normal working hours as soon as possible after the bill is paid in full. Failure to pay your bill can result in your meter being repossessed and your membership canceled.
8. There is a \$25.00 fee to transfer ownership of a meter. (*Transfer form must be completed*)
9. Meter owner is responsible for payment of all water bills and for all water that flows through the meter. As a courtesy, we will bill renters for you; however, the final responsibility for payment rests with the owner of the meter. When you rent, you should consider this when getting renter deposits.
10. This information is provided as general information and in no way alters CWSC by-laws which govern our operation.
11. In accord with TCEQ rules, any sprinkler system installed on the system requires a certified in place check valve system. A permit is required and should be obtained from the CWSC office.
12. A voluntary contribution to the fire department of \$3.00 per month will be added to your bill each month. You can find a form online to accept or deny this contribution. In accordance with state law, Combine Water Supply deducts a service fee of 5% for bookkeeping. *In 2014, CVFD received \$21,699.00 from you.*
13. There will also be a \$1.00 charge for CareFlite on your bill. If you wish you opt-out, please stop by the office to complete an opt-out form.

*****Fire Protection Responsibility – The Corporation does not provide nor imply that fire protection is available on any of the distribution system. All hydrants or flush valves are for the operation and maintenance of the system and may be used for refill only by authorized fire departments. The Corporation reserves the right to remove any hydrant, due to improper use or detriment to the system as determined by the Corporation, at any time without notice, refund, or compensation to the contributors unless the hydrants are installed pursuant to the terms of a Non-Standard Service Contract as provided for in Section F, in which even the terms and conditions of the Contract shall apply.**

ALL NECESSARY FORMS AND PAPERWORK CAN BE FOUND ONLINE OR AT THE OFFICE