

CHALK BLUFF WATER SUPPLY CORPORATION

6511 Gholson Road – Waco, Texas 76705

Phone: 254-799-1268 * Fax: 254-799-6191

Website: www.ChalkBluffWaterSupply.com

Email: ChalkBluffWater@hot.rr.com

Monday – Friday 8:00 AM – 12:00 PM & 1:00 PM – 5:00 PM

After Hours Emergency: 254-799-1268

McLennan County Sheriff: 254-757-5222 (non emergency)

Volunteer Fire Department: 254-548-8577

All water bills are usually mailed by the first of each month and the **payment is due upon receipt**. If you do not receive a water bill by the **5th of the month**, you need to call the office to verify the amount due. The water office mails all bills at the same time under our postal permit and cannot be responsible for the postal service delivery. **If the 15th falls on a weekend or holiday, the water bill is due in the office the Friday before by 5:00 PM or by 12:00 AM online to avoid a late penalty.** Payments must be received in our office before 5:00 PM on the 15th to avoid incurring the late charge; late charges will not be waived. If you mail your payment, and the water system received the payment after the 15th a late charge will be added to your account. (If the payment is received in our office after the 15th by US mail and is postmarked by the 15th the late charge will be removed). If you mail your payment and the water office never receives your payment, a late charge will be added to your account after the 15th. (We cannot be responsible for the US Postal Delivery).

Late Payment Fee: Once per billing cycle, a penalty of \$15.00 shall be applied to delinquent bills. This late payment penalty shall be applied to any unpaid balance during the current billing period.

Reconnect Fee: If the bill is not paid by the 15th, within 10 days of that date, your service can be disconnected. The Corporation shall charge a fee of \$35.00 during office hours (Monday-Friday 8:00 AM to 12:00 PM and 1:00 PM to 5:00 PM) and on holidays, weekends or after hours a fee of \$55.00 will be charged for reconnecting service after the Corporation has previously disconnected the services for reason provided for in the Tariff, except for activation of service under Section E.38 (Re-Service).

Returned Check Fee: In the event a check, draft or any other instrument is given by a person, firm, corporation or partnership to the corporation for payment of services provided for in the Tariff, and the instrument is returned by the bank or other similar institution as insufficient or non-negotiable for any reason, the account for which the instrument was issued shall be assessed a return check charge of \$25.00.

Current payment Options:

1. **Credit or Debit Card Payment by phone:** 1-888-291-2051 (24 hours a day/7 days a week)
A \$2.50 fee is charged for payments up to \$400.00 and a % after that.
2. **Online Credit or Debit Card Payment or E Check:** www.ChalkBluffWaterSupply.com
(<https://new.nexbillpay.net/cbwsctx/BillPay/SignIn>) (24 hours a day/7 days a week)
A \$2.50 fee is charged for payments up to \$400.00 and a % after that.
3. **Automatic Bank Draft Program thru the office:** Customer's Bank Account will be drafted around the 10th of each month for the amount of the bill. Customer will receive a bill each month with a note notifying customer that the account will be drafted. Signup at the office is free or charge.
4. **Drive Thru Window:** Check, Cash or Credit/Debit Card during regular business hours.
A \$2.50 fee is charged for Credit/Debit Card payments up to \$400.00 and % after that.
5. **Mail:** Check or Money Order thru US Postal Service. No late fee if post marked by the 15th.

All fees collected for credit, debit cards or e checks are collected by a third party agency not the water system.

These payment options should help our customers with the payment process and make your payment needs easier and help avoid a late charge or possible termination of service.

ISSUES THAT NEED OUR ATTENTION:
VERY IMPRTANT!

What has always been in the Tariff that governs CBWSC and regulation with the TCEQ and the PUC states: **THERE CAN BE ONLY ONE HOUSE SERVICED BY A WATER METER.** If you have more than one house/residence tied to one water meter, you are in violation of this regulation and could lose your water meter service. If you have a garage apartment or guest house, you must make an application for another water meter for this residence and run a separate water line from the new meter service to the residence to remain in compliance with our CBWSC Tariff and TCEQ, PUC regulations.

The CBWSC has always had a Cross Connection and Back Flow Program in effect, but new regulations have been implemented to educate consumers and protect the water system from possible unpotable water entering the water system. Two main areas of concern are outside sprinkler systems in your yard and rainwater harvesting systems. **If you have an aerobic septic system and an outside irrigation (installed after January 2009),** you will need a testable RP check valve installed and checked by a licensed Irrigator or Plumber that has a TCEQ approved Back Flow Prevention Assembly Testing License (BPAT). After installed and tested, the report must be sent to the water supply and the valve must then be tested annually and the report sent to the water office. If you have a **rainwater collection system** tied to your water line, you are required by law to have an RP check valve installed at the water meter and tested as above on installation and annually and the report sent to the water office.

Current monthly rates for each Residential and Water Conservation rates are as follows:

<u>Residential Meters</u>	<u>Charges</u>
Access Fee	\$27.00
0 to 10,000 Gallons	\$ 2.75 PER 1,000 Gallons
Over 10,000 Gallons	\$ 3.75 PER 1,000 Gallons

Water Conservation Rate - Approved 2003

20,000 to 50,000 Gallons	\$ 6.00 PER 1,000 Gallons
Over 50,000 Gallons	\$ 8.00 PER 1,000 Gallons

Larger meters needed for commercial use will be determined by Chalk Bluff Water Supply Corporation's assigned engineer and Chalk Bluff Water Supply Corporations board of directors at the time of application to determine rates, size, feasibility, and availability of water service that will be needed. Commercial meter rates are for commercial users only (office building, service stations, etc.) and not for residential use.

If you have any questions, please feel free to call or come by the office.

Thank you,

Barry Hand

Manager — Operator

Chalk Bluff Water Supply does not provide garbage pick-up

Below is a list of garbage providers that service our area:

Frontier * (888) 854-2905
Waste Connections (940) 328-1176

Revised: November 1, 2022

CHALK BLUFF WATER SUPPLY CORP.

6511 GHOLSON RD - WACO, TX 76705 - 254-799-1268

Website: ChalkBluffWaterSupply.com

Email: ChalkBluffWater@Hot.rr.com

Renter Service Application

Acct # _____

Acct ID # _____

Today's Date: _____

Service Effective Date: _____

Name on Acct: _____

Co-Applicant: _____

Driver's License # _____ State _____ Soc Sec # _____

Email Address: _____

New Billing Address: _____

Previous or Current Address: _____

Home # _____ Work # _____ Cell # _____

Employer: _____ Ph # _____

Bank Name: _____ Ph # _____

Nearest Relative's Name: _____ Ph # _____

Address: _____ Relationship: _____

Reference: (not residing with you)

1. Name: _____

Address: _____ Ph# _____

2. Name: _____

Address: _____ Ph # _____

Applicant's Signature: _____