



Pattison Water Supply Corporation

Supplying your water needs since 1970.

WELCOME TO THE PWSC COMMUNITY!

WE LOOK FORWARD TO SERVING YOU.

PREPARED BY:

Saida Cherif

ADMINISTRATIVE ASSISTANT

WELCOME



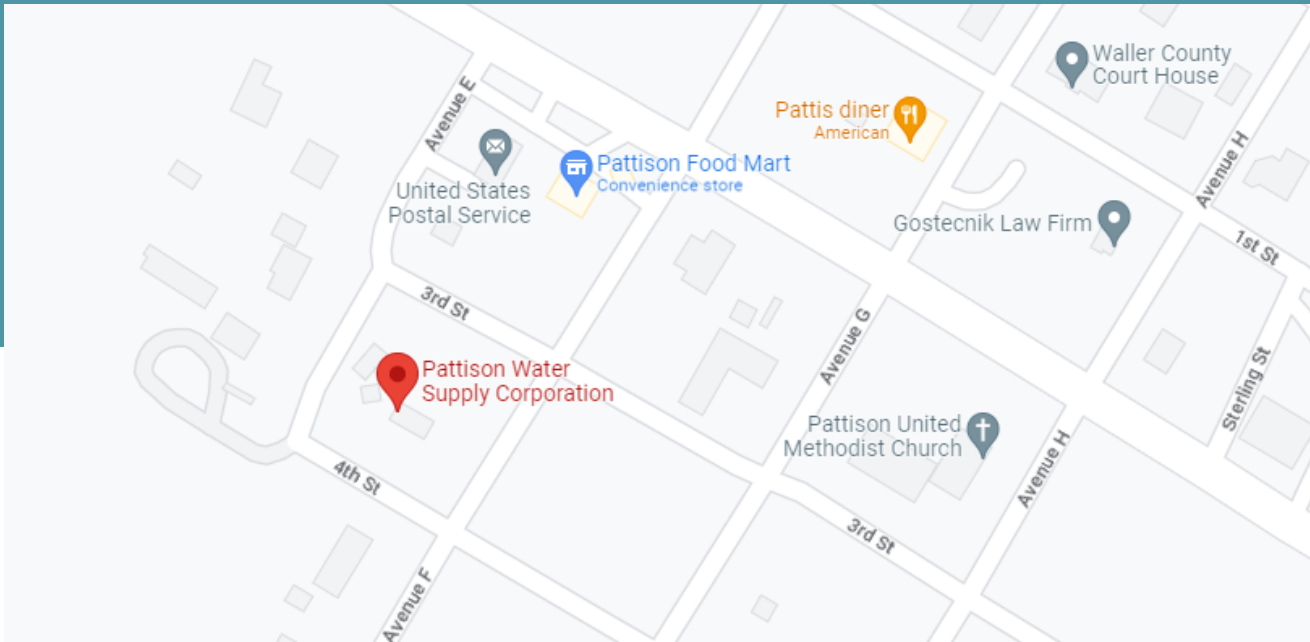
Pattison Water Supply Corporation

At Pattison Water Supply Corporation, we are committed to providing safe, high quality water services to our community, while maintaining a standard of excellence in customer service and environmental conservation.

Your welcome packet will include:

- Business hours, location, contact information
- Meet the Team
- Meet the Board Members
- Rules, regulations, and important dates
- Other account processes, checklists and steps
- Website navigation
- Ways to monitor your account
- What to expect

KEEP IN TOUCH



Hours of Operation: Monday - Thursday 8:00am - 4:30pm
Closed Friday-Sunday



-  3608 Ave E, Pattison, TX 77466
-  (281) 934-2475
-  pattisonwatersupply@gmail.com
-  www.pattisonwsc.com

SOCIALS

facebook.com/pattisonwsc

MEET THE TEAM

We would like to introduce to you the great people behind our service management..



Elva Quintero

GENERAL MANAGER



Saida Cherif

ADMIN. ASSISTANT



Crobul Services LLC

OPERATOR



Texas Hot Taps

CONTRACTOR

MEET OUR BOARD



REGULATIONS & IMPORTANT DATES

As required by law (HB 1808), Pattison Water Supply Corporation operates under provisions of a Tariff Manual as approved by the Texas Water Commission, which includes in part, the following provisions:

Organization

Pattison WSC is a member-owned, nonprofit corporation incorporated under provisions of the Texas Nonprofit Corporation Act for the purpose of furnishing potable water utility service to qualified members in good standing.

Water Rates

The monthly minimum rate for a 3/4 " meter is \$42.50 for the first 1,000 gallons, plus an incremental rate of \$7.50 for each additional 1,000 gallons. A monthly min. rate is applied whether or not any water is used in the billing period. Larger meters are available at higher rates.

Water Bills

Bills are mailed on or about the **20th** of each month.

Due Date

Bills are due on the **10th** of each month.

Delinquent Date

A bill becomes delinquent if not paid by the due date. A final notice will be given on the following month's bill with the cut-off date indicated. To avoid disconnection, the bill must be paid in full by the cut-off date.

Late Payment Fee

A penalty of **\$25.00** is imposed on delinquent bills.

Service Disconnected

If delinquent bills are not paid within the terms of the Final Notice, or for any other violation. Disconnect/ Cut-off date is the Monday following the Bill Due date.

CONTINUED..

As required by law (HB 1808), Pattison Water Supply Corporation operates under provisions of a Tariff Manual as approved by the Texas Water Commission, which includes in part, the following provisions:

Service Trip Fee & Re-read of Meters

A fee of **\$75.00** shall be charged for any service trip requested by customer, including re-reads.

Disconnect Fee

A **\$50** disconnect fee will be charged for disconnection of service for any reason.

Reconnect Fee

If attempting to reconnect after a disconnect, a **\$50** reconnect fee will be charged.

Returned Check Fee

A fee of **\$30.00** shall be charged for checks returned for non-payment.

Cut Lock Fee & Cross Connection Fee

A fee of **\$300.00** shall be charge to any customer who cuts a lock off the water meter for First time offenders. The Second offense will be fined **\$500.00** and meter will be pulled. If Cross-connection, both parties will be turned off.

Administrative Delinquent Fee

A fee of **\$20.00** for mailing delinquent notices.

Meter Tampering Fee

A fee starting at **\$150.00** will be applied to meters that report tampering.

OTHER PROCESSES..



Pick Your Process

STARTING SERVICE

RENTER'S SERVICES

TRANSFERRING SERVICE

CHANGE OF ADDRESS

STOPPING SERVICE

UPDATING CONTACT INFO.

START, STOP, OR TRANSFER



Whether you are beginning a new service or transferring services, we ask that you create an appointment so we may dedicate time to sit with you and discuss your account. We look forward to serving your water needs. If you are looking to terminate your service, you may do so by contacting our office by phone -or- you can print out the 'Service Disconnect Request Form'.

SERVICE AGREEMENT

The 'Service Agreement' packet can be found on the PWSC website or by request at our office. Owners of the 'Membership' will be directed to complete the Service Agreement Packet while Renters will be required to complete the 'Rental Agreement Form'. Both indicate that they are valid and current holders of the account.

PROOF OF OWNERSHIP

Distinguishes who is the owner of the 'Membership' and who is leasing the property (Renter). Both, Owners and Renters must present their purchase/rental/lease agreement with both (2) party signatures and the service address.

\$150.00 DEPOSIT

A refundable deposit will remain on your account until you decide to stop service. Applies to both Owners and Renters.

\$150.00 CSI

Customer Service Inspections are required for all new service applicants. CSI's are conducted by a licensed operator. It is the examination of the private water distribution facility for the purpose of providing or denying water service. The inspection is limited to the identification and prevention of cross-connections, potential contaminant hazards, and illegal lead materials.

NAVIGATING OUR WEBSITE

HOME PAGE

1

On the 'Home Page', you'll see our logo, name and contact information with a CONTACT US button on the right hand. Below that, our slideshow will contain our values and hyperlinks to our most visited applications, PSN online payment system and EyeOnWater. On the right hand side, you can sign up for Alerts on line breaks and emergencies. Below, you'll find our highlighted 'Current News'.

ABOUT US

2

The 'About Us' tab will include:

- Contact Us
- Board Members
- Meet the Team
- Hours & Location
- View our Calendar

CUSTOMER CARE

3

The 'Customer Care' tab will include:

- Pay My Bill
- Schedule an Appointment
- Start, Stop, Transfer Water Service
- SMART Meter Info
- Rates and Policies

NEWS & NOTICES

4

The 'News & Notices' tab will include:

- Recent News
- ALERTS
- Archived Board Meetings (previous years)
- Board Meetings & Agendas (current year)
- Yearly Highlights
- Newsletters
- Water Quality Report (CCR)
- All Forms

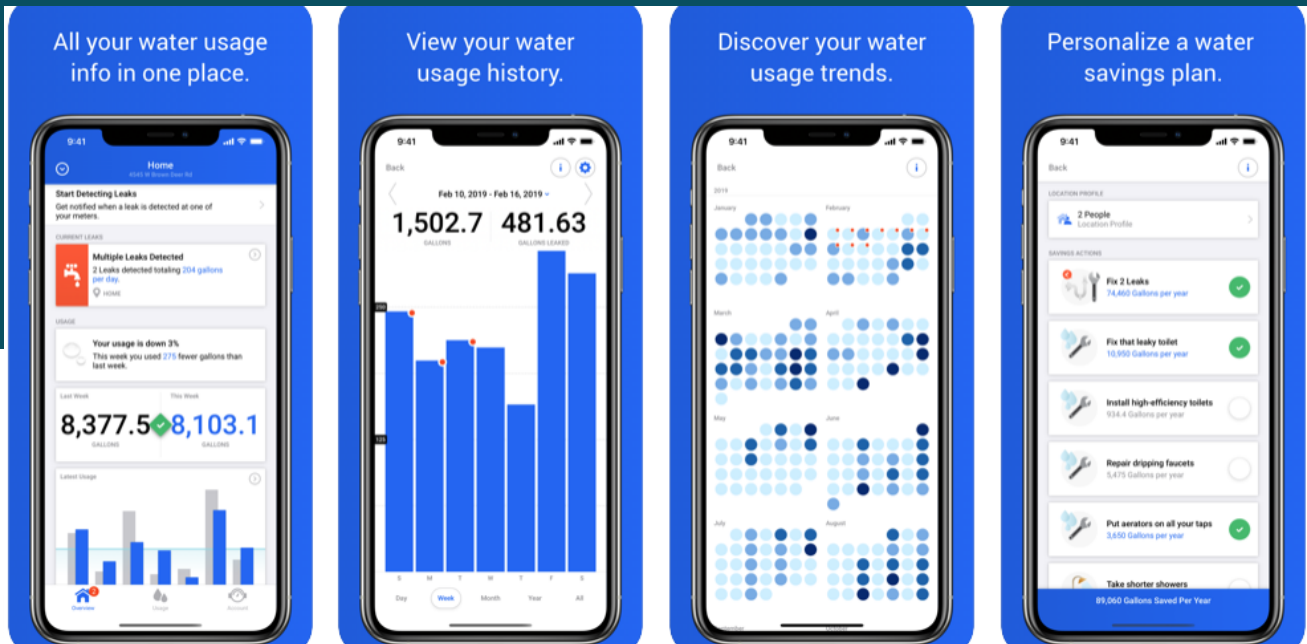
FAQS

5

The 'FAQS' tab will include:

- Source Water Protection
- Conservation Tips
- Extreme Weather Guide
- FAQ

MONITOR YOUR ACCOUNT



The SMART Meters provided by our partnership with AccurateMeter utilizes a website and application called EyeOnWater. It is a great way for customers to keep track of their water usage, receive alerts, and estimate their bill. Use the links (found on our website) to get your account started, learn about EyeOnWater's functionality, and of course, how to setup leak alerts. For instructions on how to create your account and navigate EyeOnWater, visit: www.pattisonwsc.com/smart-meter-info



TO CREATE YOUR ACCOUNT

You'll need:

- Name on account
- Account #
- Mailing Zip Code (as written on your Service Agreement)
- Email

WHAT TO EXPECT

As your local water utility provider, we strive to keep you continually updated on all matters related to your water service. If you do not find the information you need, please contact our office and we will gladly assist you!



PWSC WEBSITE

You may reference 'Navigating our Website' on pg. 9 for guidance.

Regular Updates:

- Recent News
- ALERTS
- State Requirement Updates
- Board Meeting Notices & Agendas
- Newsletters



ALERTS

Sign up for ALERTS on our website. Choose to sign up with an email or your phone number for emergency communication and all water alerts. Choosing to sign up with your email will also opt you in for monthly newsletters.



Subscribe

Receive news and alerts via email or text.

Sign Up for Alerts

[Unsubscribe](#)



ON FACEBOOK

PWSC works to stay consistent with social media communication dedicated towards updating our customers. You'll also find us on the 'One Pattison' group.

Posting:

- Newsletters
- Closing days
- ALERTS
- Special Events
- State/Federal Updates

NOTES