



Pattison Water Supply Corporation

Supplying your water needs since 1970.

**WELCOME TO THE
PWSC COMMUNITY**

WE LOOK FORWARD TO SERVING YOU!

WELCOME

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

CONTACT US

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

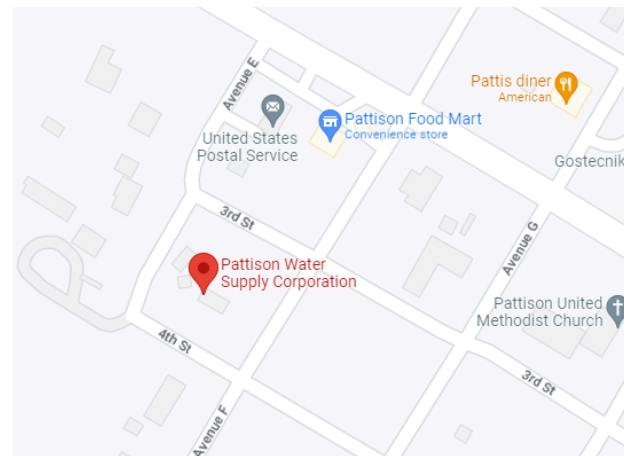
 3608 Ave E, Pattison, TX 77466

 (281) 934-2475

 pattisonwatersupply@gmail.com

 www.pattisonwsc.com

 facebook.com/pattisonwsc



MEET OUR BOARD



MEET THE TEAM

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



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.

WATER RATE CHART

Usage	Charges	Usage	Charges	Usage	Charges
1,000	\$42.50	51,000	\$417.50	101,000	\$792.50
2,000	\$50.00	52,000	\$425.00	102,000	\$800.00
3,000	\$57.50	53,000	\$432.50	103,000	\$807.50
4,000	\$65.00	54,000	\$440.00	104,000	\$815.00
5,000	\$72.50	55,000	\$447.50	105,000	\$822.50
6,000	\$80.00	56,000	\$455.00	106,000	\$830.00
7,000	\$87.50	57,000	\$462.50	107,000	\$837.50
8,000	\$95.00	58,000	\$470.00	108,000	\$845.00
9,000	\$102.50	59,000	\$477.50	109,000	\$852.50
10,000	\$110.00	60,000	\$485.00	110,000	\$860.00
11,000	\$117.50	61,000	\$492.50	111,000	\$867.50
12,000	\$125.00	62,000	\$500.00	112,000	\$875.00
13,000	\$132.50	63,000	\$507.50	113,000	\$882.50
14,000	\$140.00	64,000	\$515.00	114,000	\$890.00
15,000	\$147.50	65,000	\$522.50	115,000	\$897.50
16,000	\$155.00	66,000	\$530.00	116,000	\$905.00
17,000	\$162.50	67,000	\$537.50	117,000	\$912.50
18,000	\$170.00	68,000	\$545.00	118,000	\$920.00
19,000	\$177.50	69,000	\$552.50	119,000	\$927.50
20,000	\$185.00	70,000	\$560.00	120,000	\$935.00
21,000	\$192.50	71,000	\$567.50	121,000	\$942.50
22,000	\$200.00	72,000	\$575.00	122,000	\$950.00
23,000	\$207.50	73,000	\$582.50	123,000	\$957.50
24,000	\$215.00	74,000	\$590.00	124,000	\$965.00
25,000	\$222.50	75,000	\$597.50	125,000	\$972.50
26,000	\$230.00	76,000	\$605.00	126,000	\$980.00
27,000	\$237.50	77,000	\$612.50	127,000	\$987.50
28,000	\$245.00	78,000	\$620.00	128,000	\$995.00
29,000	\$252.50	79,000	\$627.50	129,000	\$1002.50
30,000	\$260.00	80,000	\$635.00	130,000	\$1010.00
31,000	\$267.50	81,000	\$642.50	131,000	\$1017.50
32,000	\$275.00	82,000	\$650.00	132,000	\$1025.00
33,000	\$282.50	83,000	\$657.50	133,000	\$1032.50
34,000	\$290.00	84,000	\$665.00	134,000	\$1040.00
35,000	\$297.50	85,000	\$672.50	135,000	\$1047.50
36,000	\$305.00	86,000	\$680.00	136,000	\$1055.00
37,000	\$312.50	87,000	\$687.50	137,000	\$1062.50
38,000	\$320.00	88,000	\$695.00	138,000	\$1070.00
39,000	\$327.50	89,000	\$702.50	139,000	\$1077.50
40,000	\$335.00	90,000	\$710.00	140,000	\$1085.00
41,000	\$342.50	91,000	\$717.50	141,000	\$1092.50
42,000	\$350.00	92,000	\$725.00	142,000	\$1100.00
43,000	\$357.50	93,000	\$732.50	143,000	\$1107.50
44,000	\$365.00	94,000	\$740.00	144,000	\$1115.00
45,000	\$372.50	95,000	\$747.50	145,000	\$1122.50
46,000	\$380.00	96,000	\$755.00	146,000	\$1130.00
47,000	\$387.50	97,000	\$762.50	147,000	\$1137.50
48,000	\$395.00	98,000	\$770.00	148,000	\$1145.00
49,000	\$402.50	99,000	\$777.50	149,000	\$1152.50
50,000	\$410.00	100,000	\$785.00	150,000	\$1160.00

CUSTOMER SERVICE INSPECTIONS (CSI)

Under TCEQ rules, Pattison WSC must ensure a safe drinking water supply and that no part of the water distribution system, which includes both sides of the meter, presents any type of hazard due to cross-connections or hazardous materials in the home.

We have received notice from the TCEQ that Customer Service Inspections (CSI) of supply connections must comply with state law and our fee.

You have signed a Customer Service Agreement with Pattison WSC for the supply of water to your property. This agreement requires a Customer Service Inspection (CSI) to certify that each and every part of the installation and materials used are compliant and safe. The CSI fee/rate currently \$150.00 is a one-time event performed by a licensed inspector, in accordance with TCEQ requirements. Any necessary repair work is the responsibility of the customer. Re-inspection after repair work is completed is offered at a reduced rate from the original inspection. Customer Service Inspections are performed to prevent cross-connections and to check for illegal lead materials in plumbing fixtures.

Outside the home:

- Service lines are checked for possible cross-connections between district water and a private well. A backflow prevention device must be installed if there is a connection between the two.
- Hose bibs are checked for vacuum breakers to prevent siphoning into the public water supply, should it lose pressure.

A backflow test currently has a separate fee of \$175.00; all commercial operations that sell products to the public require an annual inspection of backflow prevention devices.

Pattison WSC has contracted with a third-party contractor, CroBul Services, LLC, to manage this program on our behalf. Pattison WSC will charge the customer the inspection fee.

This agreement is provided as a service to our customers for their convenience. New applications require a CSI to be included in the impact fee collected at the time of application.

Water may be supplied, metered and billed during construction, but the CSI must be performed prior to connecting the supply to the completed facility. Fees will be billed to the CSI on the monthly bill after construction is complete.

A customer may obtain their own CSI and pay a licensed inspector of their choice directly. TCEQ Certificates of Inspection (CSI) must be provided to Pattison WSC. within 60 days of notification.

To schedule an inspection, call CroBul Services, LLC directly at (832) 523-5558.

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.



\$100.00 MEMBERSHIP

A Membership Fee is required only of home/property owners looking to become Members of the Corporation and start new service.



\$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)**
- **Projects**
- Yearly Highlights
- Newsletters
- **Water Quality Report (CCR)**
- All Forms

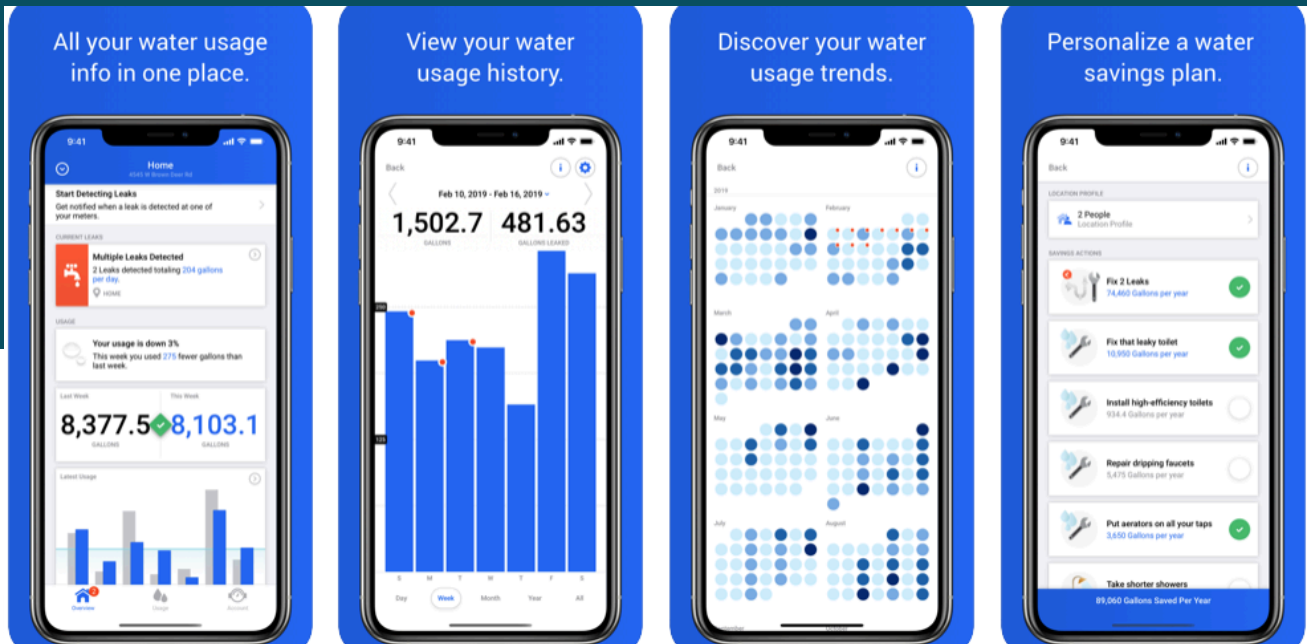
FAQS

5

The 'FAQS' tab will include:

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

EYE ON WATER (FREE)



MONITOR YOUR USAGE, ESTIMATE YOUR BILLS, AND MORE...

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

REMAIN UPDATED ON CURRENT NEWS

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