

# CUSTOMER GUIDE TO YOUR WATER SERVICE

## WELCOME TO THE TEXAS WATER COMPANY

We are a public water utility proud to provide water and wastewater services to over 65,000 people, including you!

We know water is vital to Texas. We take seriously our call to steward this precious resource for our customers and community through our commitment to environmental responsibility and a sustainable, quality water supply.

### Our Mission

Trusted professionals delivering exceptional quality water and service to customers and communities while protecting the environment and providing a fair return to shareholders.

### Our Vision

To serve customers, communities, employees, shareholders, and the environment at world-class levels.

### Our Core Values

Integrity • Respect • Service • Compassion  
Trust • Teamwork • Transparency

Inside this document you will learn more about us and how we operate. If you have any questions or concerns, please reach out.

## PAYMENT OPTIONS

### WaterSmart



Provides Texas Water Company customers with a portal for personalized water use insights and important updates, including outages.

To pay online

[CLICK HERE](#)

### Pay by Cash/Debit Card \*



Partnering with Western Union, customers can now make their utility bill payments at any Western Union payment location, including:

- HEB
- Walmart
- Walgreens
- Brookshire Bros

### Pay by Mail



For your convenience, an envelope is enclosed with your bill. Please include your bill stub and write your The Texas Water Company account number on the check and mail to:

The Texas Water Company  
PO Box 733390  
Dallas, TX 75373-3390

### Pay by Phone \*



Call 844.798.0492 to make your payment by phone.

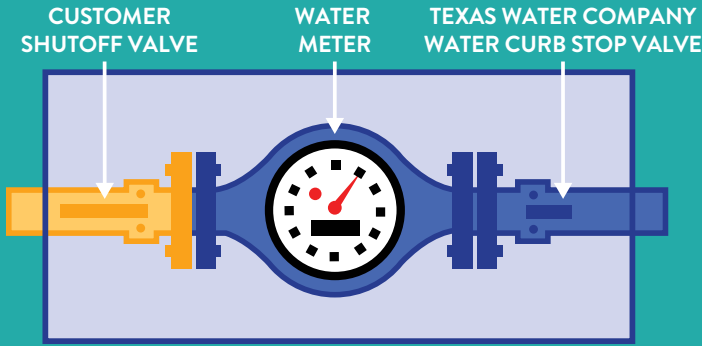
*\*Fees apply*

For full payment options information:

[CLICK HERE](#)



## HOW IS YOUR METER READ?



Customer side configuration may include shut-off valve and/or pressure reducer valve, or neither.

**CUSTOMER RESPONSIBILITY** **TEXAS WATER COMPANY RESPONSIBILITY**

The Texas Water Company meters read water in gallon increments. Your monthly bill contains the following meter information:

TEXAS WATER COMPANY		The Texas Water Company P.O. Box 1742 Canyon Lake, Texas 78133 Phone: 830-312-4600 www.txwaterco.com Office Hours: 8:00 a.m. - 4:30 p.m. Monday - Friday / Except Holidays	
ACCOUNT NUMBER	CUSTOMER NAME	DATE BILL MAILED	DUE DATE
00025090	JONATHAN CRUMILLER	10/14/22	10/31/22
RATE CLASS	SERVICE LOCATION	<b>1</b> SERVICE PERIOD	CURRENT CHARGES
R1 5/8"	976 MT. LOOKOUT DR.	09/07/22 - 10/04/22	119.52
METER NUMBER	PREVIOUS READING	CURRENT READING	# OF DAYS
65554310	477000	<b>2</b> 490800	27
DESCRIPTION			<b>3</b> GALLONS USED
			13800
PREVIOUS BALANCE			173.73
PAYMENT AS OF 09/30/22			(173.73)
BALANCE FORWARD			0.00
WATER CHARGE			173.73

<sup>1</sup> The service period

<sup>2</sup> Previous and current reading

<sup>3</sup> Number of gallons used

<sup>4</sup> Number of days in the billing period



## OUR WATER SOURCES

**51.20%** Surface Water

**36.86%** Ground Water

**11.94%** Purchased Water

**Make Every Drop Count.**

## WAYS TO STAY INFORMED AS A TEXAS WATER COMPANY CUSTOMER.

At The Texas Water Company, we understand how important it is to keep you informed about your water services. We've made it a priority to improve our communication with customers with various communication methods.

### WATERSMART

- Billing and Payments
- Leak Notifications
- Conservation and Drought Updates
- Water Usage Reports
- Company Events and Updates

Calls will come from 888.501.7148.

Texts will come from 888.501.7148.

Emails will typically come from customerservice@txwaterco.com.

### EVERBRIDGE

- Emergency Outages
- Boil Water Notices
- Low-Pressure Alerts
- Disconnects
- Main Break Notifications
- Planned Contractor Shutdowns
- Scheduled Company Outages

Calls will come from 830.312.4600.

Texts will come from 87844, 89361, or 8891.

Emails will show as an "Alert from Texas Water" with a noreply@everbridge.net.

### INVOICE CLOUD

Customers may also get billing or payment emails from invoicecloud.com.

To learn more about these types of communications, please contact us at 830.312.4600.



# THE TEXAS WATER COMPANY IS COMMITTED TO PRESERVING OUR WATER SUPPLY FOR CURRENT AND FUTURE GENERATIONS.



## DROUGHT MANAGEMENT

At The Texas Water Company, we are committed to managing our water supply and providing safe and reliable drinking water for our customers. To help us protect our water supply, and align with regional water planning efforts we have implemented a State approved Drought Contingency Plan (DCP that identifies ways to reduce unnecessary water use, and includes a Year-Round Watering Schedule.

For more information about the DCP and Watering Schedules:

[CLICK HERE](#)

## KNOW WHEN TO WATER

To find your watering schedule:

[CLICK HERE](#)



## WATER TOUCHES EVERYTHING WE LOVE AND EVERYTHING WE CARE ABOUT.

The Texas Water Company's Annual Water Quality Reports summarize the results of the water quality testing done throughout the year as well as provide information on the water source(s) for your water system.

Our dedicated team of water professionals work 365 days a year to ensure that businesses and residents in our service communities have safe, reliable, water service.

Printed copies of the reports are also available at no cost by calling us at 830.312.4600.

To view the report:

[CLICK HERE](#)

TEXAS WATER  
COMPANY

## WATER CONSERVATION

You can help conserve our precious natural resources.

Water conservation is taking action to use water efficiently and avoiding waste to ensure we protect our precious resource today and into the future.



### Indoor Conservation Tips

- Turn off the water while brushing your teeth, washing your hands, and shaving.
- Repair dripping and leaky faucets.
- Install high-efficiency toilets, aerators on bathroom faucets, and water-efficient shower heads.
- Don't leave the water running if you hand-wash dishes

### Outdoor Conservation Tips

- Group plants together based on water needs.
- Mulch around plants to reduce evaporation and weeds.
- Replace lawns with native plants and hardscape, which require less water.
- Save your water from washing vegetables or warming shower water to water your plants.
- Use a pool cover on your swimming pool to reduce evaporation.
- Capture rainwater by locating a bucket beneath each gutter downspout.

## WASTEWATER

Wastewater service may be available through The Texas Water Company, or billed on behalf of a third-party wastewater provider.

To learn more about wastewater services:

[CLICK HERE](#)

## CROSS CONTROL

The purpose of the Cross-Connection Control and Backflow Prevention Program is to safeguard public drinking water and protect the health and safety of our customers from contamination by isolating any potential cross-connections which could backflow into the public water supply.

To protect the water system, backflow prevention assemblies are required for all connections that may present a potential source of contamination of the public water system. Backflow prevention assemblies must be tested upon installation and annually thereafter.

To learn more about cross control:

[CLICK HERE](#)

## CUSTOMER SERVICE INSPECTIONS (CSI)

Customer Service Inspections (CSI) are performed to make sure there are no direct connections between the public water supply and a potential source of contamination or private water system that is not protected by either an air gap or an appropriate backflow prevention assembly.

A Customer Service Inspection is required before a new home is added to our water system. Since water meters are installed during construction and proper CSI cannot be conducted, The Texas Water Company requires a CSI be completed within 12 months of water meter installation or before a new customer takes ownership of the new home.

To request a Customer Service Inspection:

[CLICK HERE](#)

# CALL BEFORE YOU DIG – IT'S THE LAW!



Anytime you construct a new fence, add a pool, or build any structure on your property, you must know where underground utility lines are located. Failure to perform this free service can result in costly repairs to you.

To fill out a locate water line request:

[CLICK HERE](#)

## WATER PRESSURE IN THE SERVICE AREA

Due to the diverse terrain and the size of The Texas Water Company service area, water pressure will vary due to multiple factors including the elevation of the property and its physical relationship to the water source (tanks and reservoirs).

**The Texas Water Company highly recommends that all customers have a Pressure Reducer Valve (PRV) installed at their location to protect against high pressure and pressure surges as the water system evolves or changes in the direction of flow.**

PRV's - A Pressure Reducer Valve (PRV) is a relief valve that controls and maintains a preset, reduced downstream (outlet) pressure by causing the main valve to throttle and sustain the desired reduced pressure regardless of variations in demand and upstream (inlet) water pressure.

To learn more about water pressure:

[CLICK HERE](#)

It is important to understand your water service, along with the physical infrastructure that delivers water to your home or place of business. The more you know, the better equipped you are to troubleshoot any issues you may experience.

**This illustration shows a typical residential situation. While the boundary line is the same, the situation may look slightly different for larger meters or commercial meters.**

