

Four Way Special Utility District

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NEW CUSTOMER INFORMATION

Thank you for becoming a customer of the Four Way Special Utility District. We look forward to serving your water utility needs.

The water bill consists of a monthly availability charge of \$29.00 plus charges for actual water used at the rate of \$0.40 per every one hundred gallons. All bills are mailed on the last working day of each month so that you receive it on or around the 1st day of the following month. All bills become past due after the 15th of the month, at which time a \$10.00 penalty is added. Payment must be received in the office or postmarked by the 15th to avoid the late penalty. Disconnect notices are mailed to all accounts with an outstanding balance on the 16th of the month. This notice will state the day that service will be disconnected if not paid. If the meter is turned off or locked because of a delinquent bill, a service trip fee of \$50.00 is charged.

There is a charge of \$3,100.00 for a new deposit, meter set and capital contribution fee. This includes a \$100.00 deposit fee (\$150.00 deposit fee for rental property), \$1,500.00 for installation fees and \$1,500.00 for capital contribution fees. The deposit is the only amount that is refundable if you ever discontinue service. Any cost of engineering services required for your installation will be added to the cost of service. Road bores, line extensions, and/or road crossings will be paid for entirely by the new customer in addition to the standard fees to obtain service.

The Texas Commission on Environmental Quality has adopted a rule that makes it mandatory that your plumbing facilities be inspected before Four Way SUD can provide you with continuous water service. We request that you make an appointment that you could meet with our representative for this inspection. Failure to have your plumbing facilities inspected could cause an interruption in your water service.

On October 01, 2004, the Four Way Special Utility District (SUD) changed the disinfectant that we use from chlorine to chloramines. This change is intended to benefit customers by reducing the levels of disinfection byproducts (DBPs) in the system, while still providing protection from waterborne disease.

However, the change to chloramines can cause problems to persons dependent on dialysis machines. A condition known as hemolytic anemia can occur if the disinfectant is not completely removed from the water that is used for dialysis. Consequently, the pretreatment scheme used for the dialysis units must include some means, such as charcoal filter, for removing the chloramine. Medical facilities should determine if additional precautions are required for other medical equipment.

In addition, chloraminated water may be toxic to fish. If you have a fish tank, please make sure that the chemicals or filters that you are using are designed for use in water that has been treated with chloramines. You may also need to change the type of filter you use for the fish tank.

If you need further information, please feel free to call or come by the office. Our office hours are 8:00 AM until noon, and 1:00 PM until 5:00 PM, Monday through Friday.

