

# SAND FLAT WATER SUPPLY CORP.

## NEW CUSTOMER PACKET

Welcome to Sand Flat Water Supply Corp.! This packet will give you all the information you need to obtain water service for your home as well as some additional information for during your time as our customer.

### New Service:

- ❖ ***Only the property owner can turn on/off service or make changes. No exceptions.***
- ❖ Existing meters - Membership Fee of \$200.00 and unlock fee of \$25.00, payable in full before service is reconnected.
- ❖ New Standard Meter Installation is \$1,350.00.
  - Paid in full before installation, or
  - Pay \$750.00 before installation and remaining balance at \$100.00 per month in addition to your regular monthly bill.
- ❖ For non-standard meter installation, please call our office.
- ❖ Documents required for new service:
  - Completed service agreement
  - Proof of ownership
    - Page 1 of Settlement Statement, or
    - Copy of Notarized Will
  - Warranty Deed with Exhibit "A" (detailed description of property location)

### Completing the Service Agreement:

- ❖ Complete all of Page 1, bottom box is optional.
- ❖ Fill in the date and your name on the top of page 2.
- ❖ Sign and date page 5.
- ❖ Do not complete page 7 unless notarized outside our office.
- ❖ **Page 8 MUST be notarized.** (We have a notary available Monday – Friday 9:00 – 3:30)
- ❖ Sign page 9.
- ❖ Page 10 - Only sign if you do **not** want your contact information to be public record.

### Due Dates:

- ❖ All bills are due in full by the 15<sup>th</sup> of the month.
- ❖ A late Fee of \$5.00 is applied to all unpaid accounts on the 16<sup>th</sup>.
- ❖ A collection fee of \$12.50 is applied to all unpaid accounts on the 21<sup>st</sup> with a disconnect letter sent by mail.

- ❖ Any account not paid at the end of the month, when meters are read, will be locked for non-payment and charged a \$25.00 unlock fee. Failure to receive a bill will not relieve the owner(s) from the consequences of non-payment.
- ❖ **Partial payments on a disconnect notice will not stop a disconnect.**
- ❖ If your meter is locked for non-payment, the full account balance, including any new charges, must be paid before service can be restored.

### Ways to Pay Your Bill:

- ❖ By check, cash or credit card at our office
  - During business hours: Monday – Friday 8:30 a.m. – 4:00 p.m.
  - After hours, check or cash only, in the night-drop (cash payments will be mailed a receipt)
- ❖ Online with a stored profile or QuickPay using credit/debit card or checking account
- ❖ By text with your credit/debit card or checking account
- ❖ By phone with your credit/debit card on our automated system
- ❖ By auto-draft using your credit/debit card or checking account

### To Pay Online:

- ❖ [www.iwebms.net/sandflatwater](http://www.iwebms.net/sandflatwater)
- ❖ Create a profile
  - 8-digit account number \_\_\_\_\_
  - Mailing zip code of bill \_\_\_\_\_
- ❖ Set up payment
  - One-time
  - Auto pay (your responsibility to turn off at end of service or in the event of a leak)
- ❖ Set up email/text notifications

**\*\* Full details are on our website at [www.sandflatwater.com](http://www.sandflatwater.com)  
In the Customer Service menu under Bill Payment \*\***

### Returned Checks:

Customer checks returned for insufficient funds, closed account, etc. will be charged a \$25 fee and sent a notice with the details of the payment, fees charged, and due date. Incorrect entry of your bank routing/account number in our online or phone-pay system is treated the same as a check returned for insufficient funds. It is your responsibility to make sure that you enter the information correctly.

### Leaks:

Water leaks up to and including the meter are the responsibility of Sand Flat Water Supply Corp. Leaks after the meter are your responsibility. However, we will gladly work with you in the repair of outside leaks and paying the bill. *Please report water leaks immediately.*

In the case of a significant leak on your side of the meter (bill more than \$100.00 higher than normal), we do offer a payment plan for the payment of the balance. The requirements are:

- ❖ Notify us when the leak has been fixed so we can get a meter reading for proof.
- ❖ Complete the Deferred Payment Agreement and make the first payment (minimum \$50.00) by the 15<sup>th</sup> of the month. **It is your responsibility to turn off AutoPay or the entire balance will be drafted. No refunds if this happens.**
- ❖ Each month after that, pay the minimum amount as stated in the Deferred Payment Agreement in addition to any new charges on your account.
- ❖ Disconnect for non-payment of services will result in the Deferred Payment Agreement being voided and the remaining balance due in full before service can be restored.

### Closing an Account:

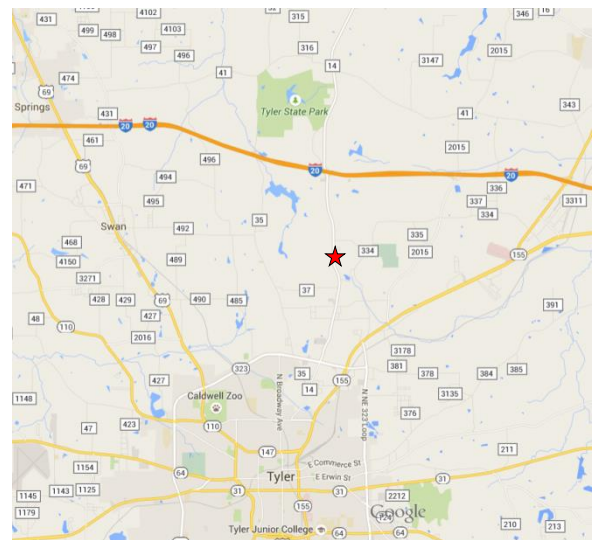
- ❖ Complete the form Request for Service Discontinuance.
- ❖ Notify us of the date you are moving out of the house or selling the property.
- ❖ Meter will be read on that date and the Final Bill prepared.
- ❖ Two options for Final Bill:
  - Option 1 – Balance deducted from membership with any remaining balance paid/refunded.
  - Option 2 – Paid in full by property owner and the membership transferred to the new owners. Requires completion of Membership Transfer Authorization with notarized signature.

If you have any additional questions about the contents of this packet or the requirements for obtaining water service, please do not hesitate to call our office or email.

Sand Flat Water Supply Corp.

14874 FM 14  
Tyler, TX 75706  
Phone: (903) 526-5243  
Fax: (903) 526-5245  
Email: sandflatwsc@att.net  
Website: www.sandflatwater.com  
Phone Pay System: (903)350-0160  
Pay Online: www.iwebms.net/sandflatwater

We are located on FM 14 directly across the street from the entrance to Tyler State Park.



SAND FLAT WATER SUPPLY CORP.  
14874 FM 14, TYLER, TX 75706  
903-526-5243

HEREBY ADOPTS A NEW RATE PLAN ON THIS DATE, JUNE 5, 2018, AS FOLLOWS:

**MINIMUM RATE FEE \$25.25 STANDARD RATE**

		NON-STANDARD RATE FEE
0 – 5,000 GALS.	\$4.25 PER 1,000	
5,001 – 10,000	\$4.50 PER 1,000	1" METER \$63.12
10,001 – 15,000	\$5.00 PER 1,000	1 ½" METER \$126.25
15,001 – 20,000	\$5.50 PER 1,000	2" METER \$202.00
20,001 – 25,000	\$6.00 PER 1,000	
25,001 – 40,000	\$6.50 PER 1,000	
40,001 – 60,000	\$7.00 PER 1,000	
60,001 – 75,000	\$7.50 PER 1,000	
75,001 – 150,000	\$8.00 PER 1,000	
150,001 +	\$8.50 PER 1,000	

Bills are mailed out on the last day of each month and are due by the 15<sup>th</sup> of the month.

Bills are late after the 15<sup>th</sup> and charged a \$5.00 late fee with a \$12.50 collection fee after the 20<sup>th</sup> of the month.

Unlock fee for non-payment is \$25.00.

New membership fee \$200.00, new meter & connection fee \$1,350.00 (includes membership).

THESE RATES ARE ADOPTED BY THE BOARD OF DIRECTORS ON THIS DAY AND WILL BE IN EFFECT STARTING AUGUST 29, 2018.

**PRESIDENT: KENNETH LANGLEY**