

Carroll Water Supply Corporation

141 S Elm St

(903) 963-5559

Van, TX 75790

carrollwatersupply@gmail.com

Applications are taken from Monday - Friday from 9:00 – 12:00 am, 1:00 – 3:45 pm. Please have the following items when you come to the office.

1. For our files, we will need a copy of your **Warranty Deed** (or Warranty Deed with Vendor's lien, if applicable) to show proof of ownership. If the new owner hasn't received the Recorded Deed yet, they will need to bring the one they received at closing, and will need to provide CWS with the Recorded Document # when they receive it.
2. The Property owner must fill out, sign and date the **Service Application and Agreement**.
3. The **Confidentiality of Utility Records** should be signed.
4. The Property owner must fill out, sign and date the **Member's Responsibilities**.
5. If a new home is being built, a **Customer Service Inspection Certification** is required by TCEQ and needs to be completed by a licensed inspector and returned for our files, when the home is completed. Carroll Water Supply needs to know when the home is completed for a licensed inspector can come out to complete the inspection. Please call the Carroll Water Supply office when your home is finished.
6. The **Right-of-Way Easement** must be notarized.
7. Please have the transferor (seller) and transferee (buyer) read, fill out, sign and date the **Membership Transfer Authorization** form.

If the new owner is buying a membership and there has never been a meter at the site, they will not need the Transfer Authorization form or the Letter of Membership Refund.

8. Please return all of the above documents to Carroll Water Supply, along with fees required.
If by Mail to: **141 S Elm St, Van, TX 7579**; in Person at our office at: **141 S. Elm St, Van, TX**; or by Email: carrollwatersupply@gmail.com..

As of **January 2023**, the fees are:

- a) New Membership - \$2400.00 (Mbrshp & New Meter Install, plus the Cust. Svc. Insp.)
 - b) Transfer Membership - \$160.00 (Membership & Transfer Fee)
9. The **Current Rate List/Fees** includes emergency numbers to call.
 10. Please go to our website to sign up for **Alerts and News** (instructions included). You may sign up for a text, email, or both. This is a way for you to be notified of any outages, problems, or other important issues with the water system that may occur.
 11. You will be sent a copy of this paperwork, upon request, after it has been approved.

Thank you, and Welcome to Carroll Water Supply Corporation!

CARROLL WATER SUPPLY CORPORATION SERVICE APPLICATION AND AGREEMENT

CORPORATION USE ONLY

Date Approved: _____ 1

Service Classification: _____

Cost: _____

Work Order No.: _____

Eng Update: _____

Account No.: _____

Service Inspection Date: _____

(Please Print)

DATE: _____

APPLICANT'S NAME: _____

CO-APPLICANT'S NAME: _____

CURRENT BILLING ADDRESS:

FUTURE BILLING ADDRESS:

PHONE # - HOME () _____ - _____ WORK () _____ - _____

CELL () _____ - _____

PROOF OF OWNERSHIP PROVIDED BY a copy of your warranty deed, deed of trust.

DRIVER'S LICENSE OF APPLICANT: _____

LEGAL DESCRIPTION OF PROPERTY (Including the physical 911 address, subdivision with lot and number) _____

PREVIOUS OWNER'S NAME AND ADDRESS (if transferring Membership)

ACREAGE: _____

HOUSEHOLD SIZE: _____

NUMBER IN FAMILY: _____

LIVESTOCK & NO. _____

SPECIAL SERVICE NEEDS OF APPLICANT:

NOTE: FORM MUST BE COMPLETED BY APPLICANT ONLY. A MAP OF SERVICE LOCATION REQUEST MUST BE ATTACHED IF REQUIRED FOR A NEW TAP.

MEMBER IS RESPONSIBLE FOR ANY DEBT INCURRED. Member will be billed unless a written notification to bill another person is filed.

CWSC is an equal opportunity provider and employer.

The following information is requested by the Federal Government in order to monitor compliance with Federal laws prohibiting discrimination against applicants seeking to participate in this program. You are not required to furnish this information, but are encouraged to do so. This information will not be used in evaluating your application or to discriminate against you in any way. However, if you choose not to furnish it, we are required to note the race/national origin of individual applicants on the basis of visual observation or surname.

White, Not of	Black, Not of	American Indian or	Hispanic	Asian or	Other
Hispanic Origin	Hispanic Origin	Alaskan Native		Pacific Islander	(Specify)
Male	Female				

EQUAL OPPORTUNITY PROGRAM

AGREEMENT made this _____ day of _____, between

Carroll Water Supply Corporation, a corporation organized under the laws of the State of Texas (hereinafter called the Corporation) and

_____ (hereinafter called the Applicant and/or Member).

Witnesseth:

The Corporation shall sell and deliver water to the Applicant and the applicant shall purchase, receive, and/or reserve service from the Corporation in accordance with the bylaws and tariff of the Corporation as amended from time to time by the Board of Directors of the corporation. Upon compliance with said policies, including payment of a Membership Fee, the Applicant qualifies for Membership as a new applicant or continued Membership as a transferee and thereby may hereinafter be called a Member.

The Member shall pay the Corporation for service hereunder as determined by the Corporation's tariff and upon the terms and conditions set forth therein, a copy of which has been provided as an information packet, for which Member acknowledges receipt hereof by execution of the agreement. A copy of this agreement shall be executed before service may be provided to the Applicant.

The Board of Directors shall have the authority to discontinue service and cancel the Membership of any Member not complying with any policy or not paying any utility fees or charges as required by the corporation's published rates, fees, and conditions of service. At any time service is discontinued, terminated or suspended, the Corporation shall not re-establish service unless it has a current, signed copy of this agreement.

If this agreement is completed for the purpose of assigning utility service as a part of a rural domestic water and/or wastewater system loan project contemplated with the Rural Development, an applicant shall pay an Indication of Interest Fee in lieu of a Membership Fee for the purpose of determining:

- a. The number of taps to be considered in the design and
- b. The number of potential ratepayers considered in determining the financial feasibility of Constructing
 - 1) a new water system or
 - 2) expanding the facilities of an existing water system.

The Applicant hereby agrees to obtain, utilize, and/or reserve service as soon as it is available. Applicant, upon qualification for service under the terms of the Corporation's policies, shall further qualify as a Member and the Indication of Interest Fee shall then be converted by the Corporation to a Membership Fee. Applicant further agrees to pay, upon becoming a Member, the monthly service charges for such service as prescribed in the Corporation's tariff. Any breach of this agreement shall give cause for the Corporation to liquidate, as damages, the fees previously paid as an indication of interest. In addition

to any Indication of Interest Fees forfeited, the Corporation may assess a lump sum of \$300.00 as liquidated damages to defray any losses incurred by the Corporation. If delivery of service to said location is deemed infeasible by the Corporation as a part of this project, the Applicant shall be denied Membership in the Corporation and the Indication of Interest Fee, less expenses, shall be refunded. The Applicant may re-apply for service at a later date under the terms and conditions of the Corporation's policies. For the purposes of this agreement, an Indication of Interest Fee shall be of an amount equal to the Corporation's Membership Fees.

All water shall be metered by meters to be furnished and installed by the Corporation. The meter and/or wastewater connection is for the sole use of the Member or customer and is to provide service to only one (1) dwelling or one (1) business. Extension of pipe(s) to transfer utility service from one property to another, to share, resell, or submeter water to any other persons, dwellings, businesses, or property, etc., is prohibited.

The Corporation shall have the right to locate a water service meter and the pipe necessary to connect to the meter on the Member's property at a point to be chosen by the Corporation, and shall have access to its property and equipment located upon Member's premises at all reasonable and necessary times for any purpose connected with or in the furtherance of its business operations, and upon discontinuance of service the Corporation shall have the right to remove any of its equipment from the Member's property. The Member shall install, at their own expense, any necessary service lines from the Corporation's facilities and equipment to the point of use, including any customer service isolation valves, backflow prevention devices, clean-outs, and other equipment as may be specified by the Corporation. The Corporation shall also have access to the Member's property for the purpose of inspecting for possible cross-connections, potential contamination hazards, and illegal lead materials.

The Corporation is responsible for protecting the drinking water supply from contamination or pollution which could result from improper practices. This service agreement serves as notice to each customer of the restrictions which are in place to provide this protection. The Corporation shall enforce these restrictions to ensure the public health and welfare. The following undesirable practices are prohibited by state regulations:

- a. No direct connection between the public drinking water supply and a potential source of contamination is permitted. Potential sources of contamination shall be isolated from the public water system by an airgap or an appropriate backflow prevention assembly in accordance with state regulations.
- b. No cross-connection between the public drinking water supply and a private water system is permitted. These potential threats to the public drinking water supply shall be eliminated at the service connection by the proper installation of an airgap or a reduced pressure-zone backflow prevention assembly and a service agreement must exist for annual inspection and testing by a certified backflow prevention device tester.
- c. No connection which allows condensing, cooling, or industrial process water to be returned to public drinking water supply is permitted.
- d. No pipe or pipe fitting which contains more than 0.25% lead may be used for the installation or Repair of plumbing on or after July 1, 1988 and prior to January 4, 2014, at any connection which provides water for human consumption.
- Plumbing installed after January 4, 2014 bears the expected labeling indicating $\leq 0.25\%$ lead content. If not properly labeled, please provide written comment.
- e. No solder or flux which contains more than 0.2% lead may be used for the installation or repair plumbing on or after July 1, 1988, at any connection which provides water for human consumption.

The Corporation shall maintain a copy of this agreement as long as the Member and/or premises is connected to the public water system. The Member shall allow their property to be inspected for possible cross-connections, potential contamination hazards, and illegal lead materials. These inspections shall be conducted by the Corporation or its designated agent prior to initiating service and periodically thereafter. The inspections shall be conducted during the Corporation's normal business hours.

The Corporation shall notify the Member in writing of any cross-connections or other undesirable practices which have been identified during the initial or subsequent inspection. The Member shall immediately correct any undesirable practice on their premises. The Member shall, at their expense, properly install, test, and maintain any backflow prevention device required by the Corporation. Copies of all testing and maintenance records shall be provided to the Corporation as required. Failure to comply with the terms of this service agreement shall cause the Corporation to either terminate service or properly install, test, and maintain an appropriate backflow prevention device at the service connection. Any expenses associated with the enforcement of this agreement shall be billed to the Member.

In the event the total water supply is insufficient to meet all of the Members, or in the event there is a shortage of water, the Corporation may initiate the Emergency Rationing Program as specified in the Corporation's Tariff. By execution of the agreement, the Applicant hereby shall comply with the terms of said program.

By execution hereof, the Applicant shall hold the Corporation harmless from any and all claims for damages caused by service interruptions due to waterline breaks by utility or like contractors, tampering by other Members/users of the Corporation, normal failures of the system, or other events beyond the Corporation's control.

The Member shall grant to the Corporation, now or in the future, any easements of right-of-way for the purpose of installing, maintaining, and operating such pipelines, meters, valves, and any other equipment which may be deemed necessary by the Corporation to extend or improve service for existing or future Members, on such forms as are required by the Corporation.

By execution hereof, the Applicant shall guarantee payment of all other rates, fees, and charges due on any account for which said Applicant owns a Membership Certificate. Said guarantee shall pledge any and all Membership Fees against any balance due the Corporation. Liquidation of said Membership Fees shall give rise to discontinuance of service under the terms and conditions of the Corporation's tariff.

Minimum monthly charge (\$30.00+TCEQ fee as of Jan 2023) begins when meter is installed by Carroll Water Supply Corporation.

By execution hereof, the Applicant agrees that non-compliance with the terms of this agreement shall constitute denial or discontinuance of service until such time as the violation is corrected to the satisfaction of the Corporation.

Any misrepresentation by the Applicant on any part of this agreement shall result in denial or discontinuance of service pursuant to the terms and conditions of the Corporation's Tariff.

Applicant Member

Acct #

Signature

Date

Approved and Accepted

Date

CONFIDENTIALITY OF UTILTIY RECORDS

YOU CAN NOW REQUEST THAT PERSONAL INFORMATION
CONTAINED IN OUR UTILITY RECORDS
NOT BE RELEASED TO UNAUTHORIZED PERSONS

The Texas Legislature enacted a bill, effective September 1, 1993, allowing publicly-owned utilities to give their customers the option of making the customer's address, telephone number, and social security number confidential.

IS THERE A CHARGE FOR THIS SERVICE?

No.

HOW CAN YOU REQUEST THIS?

Simply complete the form at the bottom of this page and return it to:

Carroll Water Supply Corporation
141 S Elm St
Van, TX 75790

Your response is not necessary if you do not want this service.

WE MUST STILL PROVIDE THIS INFORMATION UNDER LAW TO CERTAIN PERSONS.

We must still provide this information to (1) an official or employee of the state or a political subdivision of the state, or the federal government acting in an official capacity; (2) an employee of a utility acting in connection with the employee's duties; (3) a consumer reporting agency; (4) a contractor or subcontractor approved by and providing services to the utility or to the state, a political subdivision of the state, the federal government, or an agency of the state or federal government; (5) a person for whom the customer has contractually waived confidentiality for personal information; or (6) another entity that provides water, wastewater, sewer, gas, electricity, or drainage service for compensation.

Detach and Return This Section

Yes, I want you to make my personal information (address, telephone number, and social security number) confidential.

Name of Account Holder

Account Number

Address

Area Code/Telephone Number

City, State, Zip Code

Signature

Member's Responsibility

I, _____ have received a Membership in the Carroll Water Supply Corporation on the _____ day of _____. I have read, understand, and agree to abide by the following Corporation member's responsibilities. I also agree to abide by the rules and regulations in the Corporation's Bylaw's and Tariff.

I understand if a violation of the Corporation's rules, regulations, or Member's Responsibilities occurs this can result in my water service being terminated. **At any time if service is terminated a \$60.00 disconnect fee plus all outstanding balances will be assessed to my account and must be paid before service is resumed.**

RESPONSIBILITIES:

1. **This Membership entitles me to one connection of water service, to serve only one residence or business.** The Installation shall be assigned and restricted to the service location's specified parcel of land originally designated to receive service at the time of application
2. At least the minimum monthly rate is due and payable each month whether or not water is used.
3. I will pay my bill each month by the due date. If my payment is not paid or post marked by the due date, I agree to pay the \$20.00 late fee that will be assessed to my bill.
4. I will notify the office of the Corporation in writing of any address or telephone number changes.
5. I understand that if my payment is not in the Corporation's office by the delinquent date that my meter is subject to disconnection. Along with the delinquent charges a \$60.00 reconnect fee will be paid by me to resume service.
6. **I also understand that if my meter is locked for non-payment of a bill, the meter will remain locked for ten days. If payment is not made within these 10 days, my meter will be removed and my Membership in the Corporation will be liquidated. If I request service in the future all delinquent fees plus current charges for service must be paid. This includes past due balance, Disconnection Fee, Membership Fee and all other service fees.**
7. It is my responsibility to contact the office if I have not received a bill by the fifth day of the month. Not receiving a bill does not void the late charge etc.
8. **I will provide SAFE UNOBSTRUCTED access to the water system representatives or employees; during meter reading and any other time I have been informed that the Corporation needs access to my property, (RESTRAIN ANIMALS).** If access to the meter is hindered or denied preventing the reading of the meter, an estimated bill shall be rendered to the Member for the month; and a notice shall be sent to the effect that access could not be gained. If access is denied for three (3) consecutive months after proper notification to the Member, then service shall be discontinued and the meter removed with no further notice.

9. I will allow the water system operator or representative to check my property for illegal or unsafe conditions.
10. **I am responsible for all water usage registered on my meter (unless meter is in error). I will pay for this usage whether it is from known or unknown usage, leaks, or line breaks.**
11. **Regardless of my meter's location I will keep a four-foot radius around my meter clean and clear of debris.**
12. If any water corporation equipment is located behind a secured area, I will provide a key or gate code to the Corporation, for access for meter reading, maintenance, etc. If for any reason, they are unable to gain access to the equipment for two months, I agree to pay all costs incurred in relocating the equipment to an accessible area.
13. I will see that all plumbing connections are made to comply with Texas Department of Health, TCEQ rules and regulations. I will be responsible for compliance with all utility, local, and state codes, requirements, and regulations concerning on-site service and plumbing facilities.
 - a) All connections shall be designed to ensure against back-flow or siphonage into the Corporation's water supply. In particular, livestock water troughs shall be plumbed above the top of the trough with air space between the discharge and the water level in the trough. (30 TAC 290.46) (see Miscellaneous Backflow Form)
 - b) The use of pipe and pipe fittings that contain more than 8.0% lead or solder and flux that contain more than 0.2% lead is prohibited for any plumbing installation or repair of any residential or non-residential facility providing water for human consumption and connected to the Corporation's facilities. Customer service pipelines shall be installed by the applicant and shall be a minimum of SDR-26 PVC pipe. (30 TAC 290.46)
 - c) Service shall be discontinued without further notice when installations of new facilities or repair of existing facilities are found to be in violation of this regulation until such time as the violation is corrected.
14. **If I have more than one Membership, I am responsible to keep payment on all accounts current. If I have rental property, I am responsible for the bill.**
15. Any damage to Corporation equipment caused by my representative or me will be paid in full by me for all charges incurred in making repairs or replacement.
16. I am responsible for all charges on my account, until I have properly completed all required paperwork in the office of the Corporation to liquidate or transfer the account. (TRANSFER PAPERS, REQUEST FOR DISCONNECTION, ETC.)
17. I understand if my Membership is liquidated for Non-Payment; the Corporation will file a Judgment against my property for the amount due plus all costs incurred in obtaining the Judgment.
18. I also understand that the meter, meter box, etc, are property of the Corporation and was installed for my use.
19. I understand that the Corporation's ownership and maintenance responsibility of water supply and metering equipment shall end at the meter or other service equipment. Therefore, all water usage registering upon and/or damages occurring to the metering

equipment owned and maintained by the Corporation shall be subject to charges as determined by the Corporation's Tariff.

20. I understand that the Corporation requires each Member to have a cut-off valve on the Member's side of the meter for purposes of isolating the Member's service pipeline and plumbing facilities from the Corporation's water pressure. The valve shall meet AWWA standards (a ball valve is preferred). The Member's use of the Corporation's curb stop or other similar valve for such purposes is prohibited. Any damage to the Corporation's equipment shall be subject to service charges. (This additional cut-off valve may be installed as a part of the original meter installation by the Corporation at the Member's expense.)

I have been offered a copy of the Corporation's Bylaws and Tariff. I understand the Members of the Corporation can amend this set of Bylaws. I also understand the Tariff can be changed by the Board of Directors. It is up to me to stay informed of any changes in the Bylaws or Tariff.

I have been informed that the records of the Corporation are kept in the Corporation's office and may be examined by me in the presence of a representative of the Corporation. I will pay the cost of any copies I may request.

Member Signature

Date

Print Name

Account #

Carroll Water Supply Corporation Right-of-Way Easement

KNOW ALL MEN BY THESE PRESENTS, that _____, hereinafter called Grantors, in consideration of One Dollar (\$1.00) and other good and valuable consideration paid by Carroll Water Supply Corporation, hereinafter called Grantee the receipt and sufficiency of which is hereby acknowledged, does hereby grant, bargain, sell, transfer, and convey to said Grantee, its successors, and assigns a perpetual easement with the right to erect, construct, install, and lay and therefore use, operate, inspect, repair, maintain, replace and remove the water pipe line(s) and service and/or maintenance equipment which may include, valves, meters and flush pipes, over and across the following land owned by Grantor in _____ County, State of Texas: Being _____ acres of land, in the _____ Survey, Abstract No. _____ deeded and more particularly described as _____ in instrument and recorded in Volume _____, Page _____, or Document No. _____, of the _____ County Deed Records, together with the right to ingress and egress over Grantors' adjacent lands for the purposes for which the above mentioned rights are granted. The easement hereby granted shall not exceed 15 feet in width, the centerline thereof to be located across said land as follows:

The consideration recited herein shall constitute payment in full for all damages sustained by Grantors by reason of the installation of the structures referred to herein and the Grantee will maintain such easement in a state of good repair and efficiency so that no unreasonable damages will result from its use to Grantors' premises. This Agreement together with other provisions of this grant shall constitute a covenant running with the land for the benefit of the Grantee, its successors, and assigns. The Grantors covenant that they are the owners of the above-described lands and that said lands are free and clear of all encumbrances and liens except the following:

The easement conveyed herein was obtained or improved through Federal Financial assistance. This easement is subject to the provisions of Title VI of the Civil Rights Act of 1964 and the regulations issued pursuant thereto for so long as the easement continues to be used for the same or similar purpose for which financial assistance was extended or for so long as the Grantee owns it, whichever is longer.

IN WITNESS WHEREOF the Grantors have executed this instrument this _____ day of _____, _____

ACKNOWLEDGEMENT

STATE OF TEXAS COUNTY OF _____.

BEFORE ME, the undersigned, a Notary Public in and for said County and State, on this day personally appeared _____ known to me to be the person(s) whose name(s) is(are) subscribed to the foregoing instrument, and acknowledged to me that he (she) (they) executed the same for the purposes and consideration therein expressed.

GIVEN UNDER MY HAND AND SEAL OF OFFICE THIS THE _____ day of _____, 20____.

(Seal)

(Notary Public in and for the State of Texas)

Carroll Water Supply Corporation

141 S Elm St
Van, TX 75790

(903) 963-5559

MEMBERSHIP TRANSFER AUTHORIZATION

\$60.00 Processing Fee

The Transferor hereby surrenders Membership in the Carroll Water Supply Corporation. Water service rights granted by Membership and other qualification hereby cease contingent upon further qualification of the Transferee in accordance with the policies of the Carroll Water Supply Corporation.

By execution hereof, the undersigned hereby acknowledges that the Membership Transfer complies with the terms of one of the following items (1) through (4), thereby qualifying for transfer of Membership in accordance with the laws of the State of Texas.

- (1) The Membership is transferred by will to a person related to the Transferor within the second degree by consanguinity, or
- (2) The Membership is transferred without compensation to a person related to the Transferor within the second degree by consanguinity, or
- (3) The Membership is transferred without compensation or by sale to the Corporation, or
- (4) The Membership is transferred as a part of the conveyance of real estate from which the Membership arose.

Note: If current member withdraws \$100.00 membership, new owner will deposit \$100.00.

Transferee understands that qualification for Membership is not binding on the Corporation and does not qualify Member for continued water service unless the following terms and conditions are met:

- (1) This Membership Transfer Authorization form is completed by the Transferor and Transferee;
- (2) The Transferee has completed the required Application Packet;
- (3) All indebtedness due the Corporation has been paid;
- (4) The Transferee demonstrates satisfactory evidence of ownership of the property designated to receive service and from which the Membership originally arose; and
- (5) Any other terms and conditions of the Corporation's Tariff are properly met.
- (6) A Right-of-Way Easement must be signed if one does not already exist for this property

Signature of Transferor
(seller)

Signature of Transferee
(buyer)

Transferor's Name

Transferee's Name

Forwarding Address

Current Address

City, State, Zip Code

City, State, Zip Code

Phone

Phone

Account Number _____

Final Reading _____

Reading Date _____

Location of Meter _____

Carroll Water Supply Corporation

A

141 S Elm St
Van, TX 75790
(903) 963-5559

Office Hours:
9:00 – 12:00, 1:00 – 3:45
carrollwatersupply@gmail.com

Office: 903-963-5559:
Web Site

Emergency: 214-773-6678, or 903-340-1024
<http://carrollwatersupply.myruralwater.com>

Important Dates:

Bills Mailed:

1st day of each month

Due Date:

20th of each month (no grace period) If you don't receive a bill by the 5th, call the office BEFORE it is late.

Late Notices:

Mailed 21st of each month and a \$20 fee is added to the bill

Turn Off:

30th and a \$60 fee charged in addition to full payment to be turned back on

For Credit Card Payments:

866-460-0548, or carrollwatersupply.myruralwater.com

Rates and Fees

(as of January 1, 2023)

Water Rates:

Base Rate- ¾ inch meter:	\$30.00 + TCEQ fee (30.15)
Base Rate- 1 ½ inch meter:	\$74.00 + TCEQ fee (74.37)
Base Rate- 2 inch meter:	\$118.00 + TCEQ fee (118.59)
1-6,000 gallons:	\$5.00 per thousand gallons
6,001-10,000 gallons:	\$5.30 per thousand gallons
10,001-20,000 gallons:	\$5.70 per thousand gallons
20,001-40,000 gallons:	\$6.10 per thousand gallons
40,001-50,000 gallons:	\$7.75 per thousand gallons
50,001 and upward gallons:	\$9.60 per thousand gallons

New Rate Schedule:

New Meter Installation:	\$2400.00 (includes \$100 Membership & Customer Service Inspection fee)
Membership per meter:	\$100.00
Transfer of Ownership Fee:	\$60.00
Late charge:	\$20.00
Returned check fee:	\$35.00
Reconnect/disconnect fee:	\$60.00
Reinstall meter:	\$150.00

(new member keeps this page)

Carroll Water Supply Corporation

B

141 S Elm St

(903) 963-5559

Van, TX 75790

Dear Customer,

In order to provide the best possible service to its members, the Board of Directors and staff of Carroll Water Supply Corporation have implemented a message Alert service on the website. In the past, when outages or other problems occurred on the water system, there has been no effective way to notify customers. With this service, we are able to notify customers of problems, give advanced notice of a known outage, or communicate other important information at a moment's notice.

We have established this system which can be implemented by Operator, Office, or Board Members when something occurs that requires notification to members, or when news needs to be disseminated. It also allows for member feedback at the same time. Please sign up for this service at your earliest convenience, if you have not already done so.

You may choose to be notified by text or email. If you choose not to sign up, we will have no way of informing you in the event of an emergency.

Subscribe for these Alerts:

Open the website:

<http://carrollwatersupply.myruralwater.com/home>

Or, Google:

carrollwatersupply.myruralwater.com

Once on the homepage, find the block for Alerts with instructions to subscribe to news and alerts via text or email. (Note: you can unsubscribe at any time.)

Clicking on the box to sign up for Alerts will take you to a page requiring your name and either your email address or your cell phone number and carrier. You may choose email or text, or both. Click Subscribe to complete the process.

(new member keeps this page)

Payment Address

Carroll Water Supply
141 S Elm St
Van, TX 75790

Carroll Water Supply offers a wide variety of convenient payment options for our customers. Simply choose the option that best suits your needs.

Bills are mailed out the 1st of the month. If you have not received a bill by the 5th, please call the office.

Online Bill Payment

In our efforts to better serve you, we now accept all major credit and debit cards. **Payment can be made using a credit or debit card online, over the phone, or auto-pay. A convenience fee will apply for any payments made online or through the automated phone system.** To pay your bill online you will need to know your account number. For more information, Click the green "**Pay Your Bill Now**" button, located above or at the bottom of this page.

Payments by Phone

To pay your bill over the phone, please call our toll-free number at **(866) 460-0548**.

Bill Notifications

Members may sign up for **notifications** through the website on-line pay option. After completion of the customer profile and signing up for notifications, members will receive a text message early in the month letting them know they may view their bill online. Another notification will be sent on the 21st of the month letting the member know that their payment is late and a late fee will be accessed.

Security & Privacy: We respect and are committed to protecting your privacy. Your payment and personal information are always safe. Our Secure Sockets Layer (SSL) software is the industry standard and among the best software available today for secure commerce transactions. It encrypts all of your personal information, including credit card number, name and address, so that it cannot be read over the internet. We will not sell your information to anyone.

Payment By Mail

If paying by check or money order through the mail, please send all payments with your payment coupon. To avoid late fees, please mail your payment at least five-seven business days before the due date specified on your bill.

Carroll Water Supply
141 S Elm St
Van, TX 75790

Payment Drop-off Location

You may pay your bill in person at our office address. Our office hours are Mon- Fri 9-12, 1-3:45 pm. We accept cash, check, or money orders. If you cannot make it during office hours there is a drop box to the right of the door.

141 S. Elm St.
Van, TX 75790

(new member keeps this page)