



### **PAYING YOUR BILL & POSSIBILITY OF DISCONNECTION**

Under the WOWSC Tariff meters are read between the 22nd and 25th of each month, with bills issued around the 27th–29th. You have 15 days to pay from the mailing date shown on your bill. Not receiving your bill is not an excuse for nonpayment. If you do not receive your bill, it is your responsibility to call the billing clerk or go online to [www.wowsc.org](http://www.wowsc.org), click PayStar, and look up your account balance using your customer number. Like PEC Electric, WOWSC does not allow customers to carry a running balance. The current Board will not continue the practice of previous boards that allowed customers to go several months without paying. If you cannot get your payment in the mail on time, we encourage you to use the online payment option and absorb the small fee to ensure you avoid late charges, disconnection, and other fees. We believe our rates remain fair and affordable, and we ask that all members work with us by paying on time to keep WOWSC financially healthy and your service uninterrupted. Thank you.

### **CALL YOU BEFORE YOU DIG, DON'T DISRUPT SERVICE**

In the past five months, three water line breaks occurred because property owners dug without calling the utility first, a clear violation of WOWSC Tariff Section E, which requires members to give at least 48 hours' notice before excavation. Skipping this step disrupts service, triggers boil water notices, and creates unnecessary costs. The solution is simple: call the billing clerk, and we'll send the operator to mark the lines. If we miss a marked line, we pay; if you don't call and hit one, you pay—all while impacting the entire community and water gets shut off, the operator has to come out after hours and then we must report to the TCEQ boil water notices went out. It's obvious, our lines aren't perfectly mapped, so until they are, calling before you dig is the easiest way to prevent costly mistakes and service outages. Thank you.

### **REMOVE HOSE FROM FRONT GATE**

We've noticed the POA has been leaving a hose connected at the front gate for irrigation. While we understand the intent, leaving a hose connected and unattended in a public area is a recipe for water theft and unauthorized use of service. This is not permitted under our tariff and must be removed when not in active use. Please ensure any irrigation is supervised and equipment is secured immediately afterward. Thank you.

### **USE OUR WEBSITE AND CONTACT THE BILLING CLERK FOR SERVICE QUESTIONS**

As a reminder, our website — [www.wowsc.org](http://www.wowsc.org) — contains everything you need to know about your utility service, including the contact information for our billing clerk (phone number and email). If you have questions about your service, billing, or account status, etc., please contact the billing clerk directly. She will coordinate with the board if needed. There is no need to call a board member regarding service issues, including disconnections for nonpayment. Thank you for following this process so we can respond quickly and efficiently.

### **TARIFF**

Just as a POA follows its CCRs and bylaws, WOWSC operates under its own bylaws and a tariff filed with the Public Utility Commission of Texas (PUC). These documents outline exactly how our utility is run and the rules for service. They are not a secret, you can find both on our website. While the tariff is lengthy (over 100 pages), it contains the answers to most questions about our policies, service requirements, and member responsibilities. We encourage you to review it whenever you have questions about your utility service.