

SOUTHWEST FANNIN SPECIAL UTILITY DISTRICT

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Newsletter

THE **DUE** DATE IS THE **1st** OF EVERY MONTH. THE BILL IS **LATE** AFTER THE **10th**.

The district office should **receive** your payment on or **before** the tenth. If you do not receive the bill, please call the office to find out the amount due.

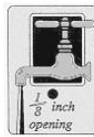
Avoid post office delays and lost mail – sign up to receive your bill by email.

OFFICE HOURS: The district office is open Monday – Friday from 8:00 am to 12:00 pm and 1:00 pm – 5:00 pm. The office is closed between 12 and 1 for lunch each day. The office is also closed on Saturdays, Sundays and holidays. When the office is closed, the answering machine will list on call phone numbers. Your water district is always available to the customers if there are problems with the water. The quicker a problem is reported, the faster it can be repaired. Be water wise. Let's work together to conserve water. The on-call numbers are for water service only not billing questions or payments. If you have a question concerning your bill, please call the office during normal office hours.

Your water district is here to help you by providing great quality water. You can also help by notifying the office of any leaks or problems you notice. The following chart shows the amount of water that can be lost (and billed to your account) for various size leaks.



A dripping leak consumes:
15 gal. per day
450 gal. per month



A 1/8 inch leak consumes:
3,806 gal. per day
114,200 gal. per month



A 1/32 inch leak consumes:
264 gal. per day
7,920 gal. per month



A 1/4 inch leak consumes:
15,226 gal. per day
456,800 gal. per month



A 1/16 inch leak consumes:
943 gal. per day
28,300 gal. per month



A 1/2 inch leak consumes:
60,900 gal. per day
1,827,000 gal. per month

CROSS CONNECTION: A cross connection is a direct arrangement of a pipe line which allows the potable water supply to be connected to a line which contains a contaminant. An example is the common garden hose i.e. filling a swimming pool or leaving the hose in a watering trough, lawn sprinkler systems, automatic filling devices, water troughs, farm equipment and other potential hazards. Every water user has a responsibility to protect the safety of the water supply. Please call to see if you need to install a backflow prevention device.

All outside faucets should have a hose bib vacuum breaker that can be purchased at any hardware store to prevent district lines or customer service lines from becoming contaminated by back flow.

PLEASE KEEP THE AREA AROUND YOUR METER CLEAN AND MOWED. If a manual reading is required the technician must have access to your meter. Notify the office if your box or lid is broken and those items will be replaced. Make sure the meter is not covered in mud or dirt. The meter is read electronically, but the District must be able to get to your meter if need be.

PLEASE UPDATE YOUR INFORMATION. If your name, phone number, mailing address, or email address change, please contact the office with the new information. If you update the information with PayClix (the online payment processing) please call the office to update the information with our office. The information is not transferred from PayClix to Southwest Fannin database.

GROUNDWATER CONSERVATION DISTRICT: The State of Texas requires your water utility district to be a member of a groundwater conservation district. Southwest Fannin S.U.D. is a member of the Red River Groundwater Conservation District (RRGCD). The RRGCD charges a .07 fee per thousand gallons of water pumped by Southwest Fannin S.U.D.. Your board of directors voted for Southwest Fannin S.U.D. to absorb the fee at this time, however in the future this RRGCD fee may be added to your water bill. You may contact RRGCD at www.redrivergcd.org or 800-256-0935.

PAYMENT OPTIONS: The district accepts cash, checks, money orders, bank drafts, online banking checks from your bank, credit or debit card payments (Visa, MasterCard, and Discover with a 4% fee), and online payments through our website www.swfanninsud.org. The bank draft program is free of charge and you set a maximum amount to be drafted. You will continue to receive the water bill to let you know the amount that will be withdrawn from your bank account.

The district does not accept credit or debit cards for deposits or meter installation. Please pay deposits and meter installation with cash, check, or money orders.

Find Southwest Fannin SUD's 2016 Annual Drinking Water Quality Report (Consumer Confidence Report) on the website at <http://www.swfanninsud.org> click on the current CCR Report button.

We hope you have a safe and happy summer.

Employees and Directors of Southwest Fannin Special Utility District