

SOUTHWEST FANNIN SPECIAL UTILITY DISTRICT

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Newsletter

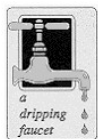
ATTENTION!!!!!! IMPORTANT ONLINE PAYMENT CHANGES

The online payment processor is changing. This change will be effective starting September 1, 2021. You will need to sign up with a new user name and password with the new online processor when this change takes place. Southwest Fannin S.U.D. will notify you when the change is complete. We are excited about this change and are confident you will be happy with the new changes. You will be able to view your bill including the usage and readings. Southwest Fannin S.U.D. is working to make this an easy change with very little problems. Please contact our office with any questions.

OFFICE HOURS: The district office is open Monday – Friday from 8:00 am to 12:00 pm and 12:30 pm – 4:00 pm. The office is closed between 12 and 12:30 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. If you have a problem after business hours, please check to make sure you don't have a leak. If the water problem after business hours is on the customer side and a District technician is called out, there is a \$50 service fee.

We have hired a new office employee. Please welcome Tricia Latham as the accounts receivable clerk. Tricia will be helping customers in the office and over the phone with their water accounts.

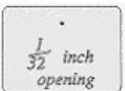
Southwest Fannin S.U.D. is here to help you by providing great quality water. You can also help by notifying the office of any leaks or problems you notice. The following chart shows the amount of water that can be lost (and billed to your account) for various size leaks.



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

ATTENTION!! ATTENTION!!: It has come to our attention that some builders, plumbers, or homeowners are removing the hand valve on the customer's side of the meter. Southwest Fannin S.U.D. requires a working cutoff valve on the customer's side of the meter. This valve is to be placed at the meter to turn the meter off if necessary. The customer is not permitted to use the District's cutoff valve to turn the meter off. Please call the office with any questions concerning this requirement.

*****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 or look at your account online.

Avoid post office delays and lost mail – sign up to receive your bill by email. Southwest Fannin S.U.D. will NEVER sell your contact information. The best way to receive your bill is via email. If you prefer to receive a printed bill, please contact the office.

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.

YOUR METER MUST BE ACCESSIBLE TO SOUTHWEST FANNIN S.U.D. PLEASE KEEP THE AREA AROUND YOUR METER CLEAN AND MOWED. If a manual reading is required or there is a leak along the main water line or near the meter the technician must have access to your property. If your meter is behind a locked gate please notify the office with a combination to the lock or allow the District to also place a lock on the gate so either party will have access to the property. If you have dogs in the area where the water meter is located they must be put up if the District needs access to the meter or water line. Notify the office if your box or lid is broken and those items will be replaced. 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 the online payment processor, please call the office to update the information with our office. The information is NOT transferred from online payment processor to Southwest Fannin database. Any changes to your account must be made in writing. This can be done by email (swfanninsud@gmail.com), mail, or fax (903) 965-4271.

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 .065 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, and online banking checks from your bank. 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.

If you would like to pay with a credit or debit card (Visa, MasterCard, and Discover with a fee) please go to our website www.swfanninsud.org and click on the Bill Payment link located on the right side of the page. Southwest Fannin S.U.D. cautions you to be careful when you pay online. Make sure you are on www.swfanninsud.org and click on the online payment site before entering your payment information.

Credit and debit card payments are **NOT** accepted in the office or over the phone.

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 2021 Annual Drinking Water Quality Report (Consumer Confidence Report) on the website at <http://www.swfanninsud.org> click on the current CCR Report button. Or go to <https://swfanninsud.org/ccr1>

We hope you have a safe and happy summer.

Employees and Directors of Southwest Fannin Special Utility District