

# SOUTHWEST FANNIN SPECIAL UTILITY DISTRICT

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## NEWSLETTER

Find Southwest Fannin SUD's 2025 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>

### CALL BEFORE DIGGING!!

Protect Water Lines and Prevent Service Outages

Calling 811 does **not** notify Southwest Fannin S.U.D. for water line locates. Before any digging project, please contact our office to request the location of the main water line. This helps prevent costly damage, service interruptions, and safety concerns.

### WATER SERVICE POLICY ONE RESIDENCE OR BUSINESS PER METER.

Southwest Fannin S.U.D. written policy, along with Texas Commission on Environmental Quality (TCEQ) regulations, allows each water meter to serve only:

- One residence **or**
- One business

Multiple connections to a single meter are prohibited. This includes:

- Additional houses
- RVs
- Businesses
- Trailers
- Cabins
- Any other secondary connections

If additional service is needed, please contact the office to discuss installing another meter.

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### CUSTOMER SHUT-OFF VALVE REQUIREMENT

Southwest Fannin S.U.D. has been made aware that some builders, plumbers, or homeowners are removing the customer-side hand valve located at the meter. A working shut-off valve is required on the customer's side of the meter. This valve allows customers to safely turn off water service when necessary. Customers are not permitted to use the district's shut-off valve. If you have questions regarding this requirement, please contact the office.

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### CROSS CONNECTION & BACKFLOW PREVENTION

A cross connection occurs when a potable (drinking) water supply is directly connected to a source that may contain contaminants. Common examples include:

- Garden hoses used to fill swimming pools
- Hoses left in livestock watering troughs
- Lawn sprinkler systems
- Automatic filling devices
- Farm equipment and other potential hazards

Every customer plays an important role in protecting the public water supply. Please contact the office to determine whether a backflow prevention device is required for your property.

### PROTECT YOUR WATER SUPPLY

All outdoor faucets should be equipped with a hose bib vacuum breaker to help prevent contamination caused by backflow. These devices are inexpensive and can be purchased at most hardware stores.

## BILLING & DUE DATES

- Water bills are due on the **1st of each month**
- Payments received after the **10th** are considered late
- A **\$20 late fee** will be applied if payment is not received by the 10<sup>th</sup>

Please ensure payments arrive at the district office on or before the due date. If you do not receive your bill, contact the office or check your account online for the balance due.

## GO PAPERLESS - RECEIVE BILLS BY EMAIL

Avoid postal delays and lost mail by signing up for emailed billing statements. Southwest Fannin S.U.D. will never sell your contact information. Email delivery is the fastest and most reliable way to receive your bill.

Customers who prefer printed statements may still request mailed bills; however, once bills are delivered to the post office, delivery times are outside the district's control.

## PAYMENT OPTIONS

We accept in the office:

- Cash
- Money orders
- Online banking checks from your bank
- Checks
- Bank drafts

## Free Bank Draft Program

Our bank draft program is available at no charge. Customers may set a maximum draft amount, and you will continue receiving monthly bills showing the amount to be withdrawn.

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**Credit & Debit Card Payments** **Please Note:** Credit and debit card payments are not accepted in the district office.

Credit and debit card payments (Visa, MasterCard, and Discover) are accepted online with a processing fee.

To make a payment, visit: <https://www.swfanninsud.org> Select the **Bill Payment** link located on the right side of the homepage.

**Pay by Phone with a credit or debit card or e-check** Call: 903-290-1812

## IMPORTANT ONLINE PAYMENT WARNING

**Southwest Fannin S.U.D. is NOT affiliated with DOXO or BILLGO**

When making online payments, only use the official payment websites:

- <https://www.swfanninsud.org>
- <https://secure.paystar.io/>

Search engines may display third-party payment sites that are not affiliated with Southwest Fannin S.U.D. We strongly recommend using only the official district website to protect your payment information.

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## Groundwater Conservation District Information



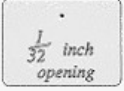
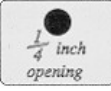


State law requires water utility districts to participate in a groundwater conservation district. Southwest Fannin S.U.D. is a member of the Red River Groundwater Conservation District (RRGCD). The RRGCD currently charges a fee of \$0.065 per 1,000 gallons of water pumped by the district.

At this time, the Southwest Fannin S.U.D. Board of Directors has chosen to absorb this cost; however, the fee may be added to customer bills in the future.

For additional information, contact:  
Red River Groundwater Conservation District

- Website: [www.redrivergcd.org](http://www.redrivergcd.org)
- Phone: 800-256-0935

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.

	<p>A dripping leak consumes: 15 gal. per day 450 gal. per month</p>		<p>A 1/8 inch leak consumes: 3,806 gal. per day 114,200 gal. per month</p>
	<p>A 1/32 inch leak consumes: 264 gal. per day 7,920 gal. per month</p>		<p>A 1/4 inch leak consumes: 15,226 gal. per day 456,800 gal. per month</p>
	<p>A 1/16 inch leak consumes: 943 gal. per day 28,300 gal. per month</p>		<p>A 1/2 inch leak consumes: 60,900 gal. per day 1,827,000 gal. per month</p>

Water conservation benefits the entire community. Thank you for helping Southwest Fannin S.U.D. protect and preserve our water resources.

## METER ACCESSIBILITY REQUIREMENTS

Your water meter must remain accessible to Southwest Fannin S.U.D. personnel at all times. Please help us by:

- Keeping the area around the meter clean and mowed
- Ensuring technicians can safely access the meter and surrounding water lines
- Securing pets if district personnel need access to the property
- Reporting broken meter boxes or lids to the office for replacement

Although meters are read electronically, physical access may still be necessary for:

- Manual meter readings
- Leak repairs
- Maintenance near the meter or main water line

## Locked Gates

If your meter is located behind a locked gate, please provide the office with the gate combination or allow the district to place an additional lock on the gate so access is available when needed.

## Please Update Your Contact Information

If your contact information changes, please notify the office promptly. This includes:

- Name
- Mailing address
- Phone number
- Email address

Please note that updating your information through the online payment processor does **not** update the district's customer database.

All account changes must be submitted in writing by:

- Email: [swfanninsud@gmail.com](mailto:swfanninsud@gmail.com)
- Mail to: Southwest Fannin SUD - 8046 W State Hwy 56 - Savoy, TX 75479

## **OFFICE HOURS & EMERGENCY SERVICE INFORMATION**

### **Office Hours**

Monday – Friday

8:00 a.m. – 12:00 p.m.

12:30 p.m. – 4:00 p.m.

The office is closed daily from 12:00 p.m. to 12:30 p.m. for lunch, as well as on weekends and holidays.

### **After-Hours Assistance**

When the office is closed, calls are answered by the district's answering service.

- Water emergencies are forwarded to the on-call technician
- Non-emergency messages are provided to office staff the next business day

If you experience a water-related issue, please report it as soon as possible so repairs can be made quickly.

### **After-Hours Service Fee**

Before requesting after-hours assistance, please check your property for leaks. If a technician is dispatched after business hours and the issue is determined to be on the customer's side of the system, a \$100 service fee will apply.

### **Important Reminder**

The answering service is for water service emergencies only and cannot assist with:

- Billing questions
- Payments
- General account information

For billing assistance, please contact the office during normal business hours.

We hope you have a safe and happy summer.

*Employees and Directors of Southwest Fannin Special Utility District*