Texas
Water Utilities

Welcome!

On behalf of the entire Texas Water Utilities team, we would like to take this opportunity to welcome you as a new
customer. We are committed to providing safe, reliable water and effectively treat wastewater to return it as clean water to the environment.

Our customers are the most important part of our business, and we work tirelessly to ensure your satisfaction. We want to empower you with helpful information about our water and wastewater because we understand how important water is to customers and employee families who live and work in our
service areas.

Sincerely,

Jeffrey L. McIntyre

President, Texas Water Utilities

TABLE OF CONTENTS

YOUR BILL

As you look through these next few pages, you will learn more about how to read your bill, the fees on your bill and what those go toward, and why do we occasionally have rate increases.

What to Expect on Your First Bill

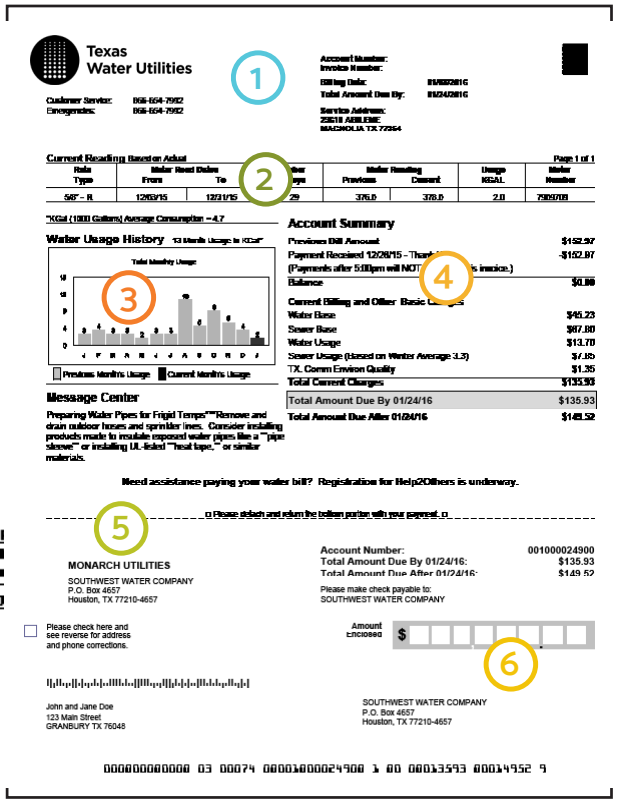
When you receive your first bill, you can expect to see a security deposit and transfer fee. These are one-time fees that goes toward setting you up within our system.

Security Deposit:

The deposit will be returned to you after 18 months of good payment history or when you close your account. If you are 65 or older, you may notify us and we will waive the deposit fee.

Transfer Fee:

A transfer fee is charged when we remove one customer account and transfer a new customer into an account at the same address.



Texas
Water Utilities

Customer Service: 866-654-7992
Emergencies: 866-654-7992

Account Number:
Invoice Number:
Billing Date:
Total Amount Due By:
Service Address:
123 Main Street
GRANBURY TX 76048

1

Questions & Comments
Get in touch with us! We're here to help. Our customer service is open Monday - Friday 8:30 a.m. - 5 p.m.

Bill Overview
A snapshot of your most important bill information, the date you were billed, and the due date.

Current Reading Based on Actual

Rate Type	Meter Read Dates From	To	Number Of Days	Meter Reading Previous	Current	Usage KGAL	Meter Number
58" - R	12/17/15	01/15/16		104.0	107.0	3.0	XXXX

2

Time Period
This section gives you information on the time period and usage you will be billed for and breaks it down to number of days. Also, lists your meter number.

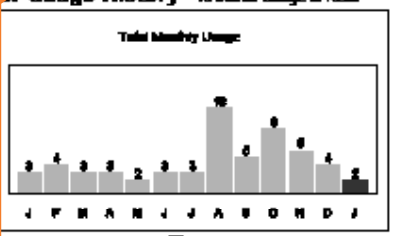
3

Water Usage History**
Compare usage from your current billing cycle to your previous months.

**Please keep in mind this only applies to Water Customers

Gallons) Average Consumption = 4.7

Usage History - 13 Month Usage in KGal



Previous Month's Usage Current Month's Usage

4

Account Summary

Previous Bill Amount
Payment Received 12/28/15 - Thank Yo
(Payments after 5:00pm will NOT reflect
Balance

Current Billing and Other Basic Char
Water Base
Sewer Base
Water Usage
Sewer Usage (Based on Winter Average
TX. Comm Environ Quality
Total Current Charges

Total Amount Due By 01/24/16
Total Amount Due After 01/24/16

Account Summary
Previous Bill Amount: The amount from your previous bill.
Payment Received: The most recent payment we've received.
Balance: The difference between the Previous Bill Amount and the Payment Received.
Water Base: Monthly water account fee.
Sewer Base: Monthly sewer account fee.
Water Usage: The amount of water you used times the price you pay per kgal.
Sewer Usage: The amount of sewer you use based on Winter Average.
TX. Comm Environ Quality: A Monthly charge of $0.005 times the sewer and water charge per the State of Texas.
Current Account Balance: This includes your Balance and your Total Current Charges.

** Please note that only charges applicable to your type of service will appear here.

Message Center

Preparing Pipes for Frigid Temps""Remove and
and sprinkler lines. Consider installing
ulate exposed water pipes like a ""pipe
UL-listed ""heat tape,"" or similar

5

Monthly Message
Check this section for reminders, programs, services and savings that might be of interest to you

Need assistance paying your water bill? Registration for Help2Other

Please detach and return the bottom portion with your payment.

Account Number:
Total Amount Due By 01/2
Total Amount Due After 0

$135.93
$149.52

6

P.O. Box 4657
Houston, TX 77210-4657

Please check here and see reverse for address and phone corrections.

Amount Enclosed $

John and Jane Doe
123 Main Street
GRANBURY TX 76048

P.O. Box 4657
Houston, TX 77210-4657

Payment Slip
Tear off this section and return it with your payment.

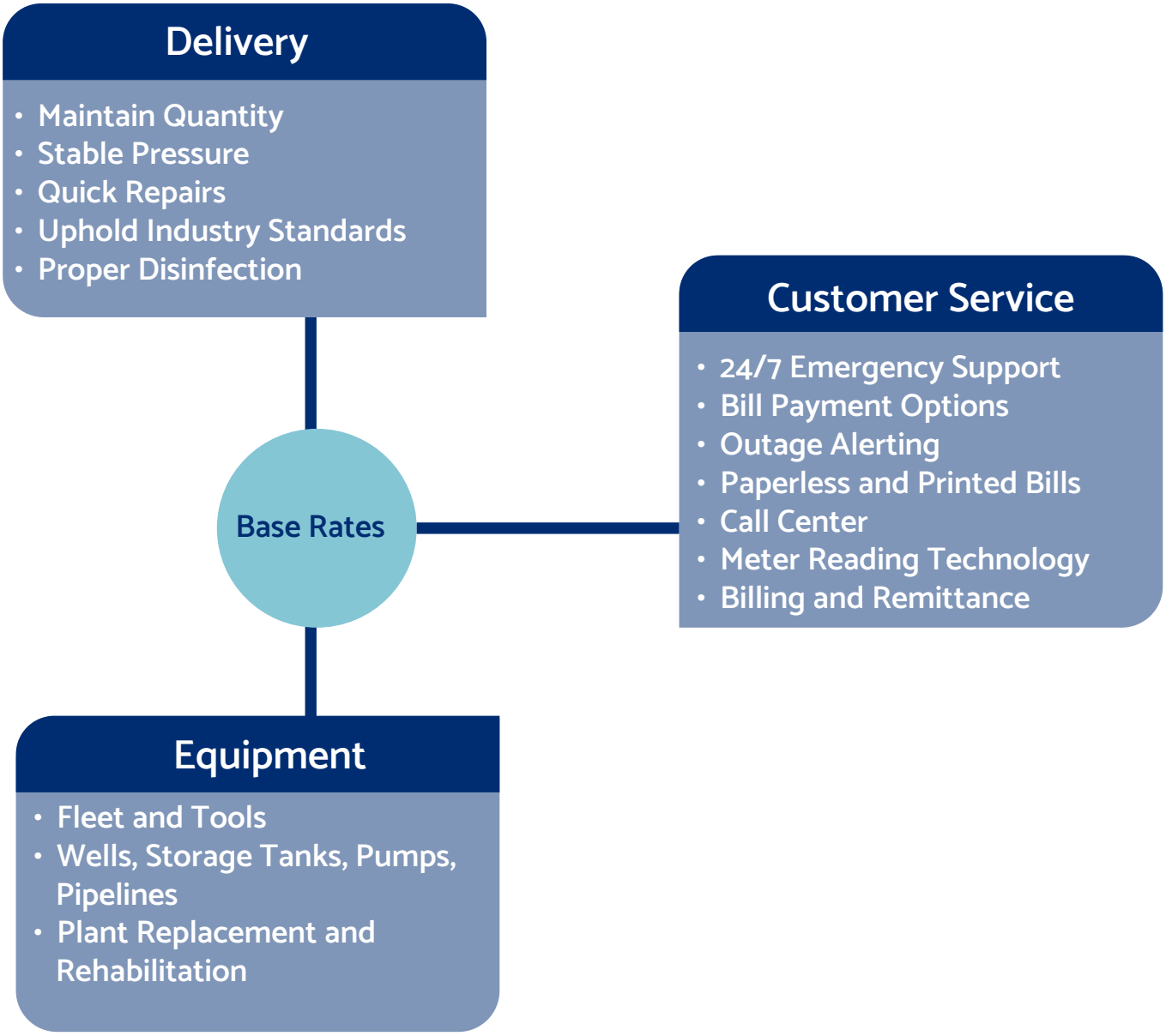
Don't have time to mail in your payment? You can also make a payment online. To enroll visit us online at www.swwc.com/myaccount

Texas
Water Utilities

What Are Base Rates?

The monthly water and/or sewer base rate on your bill is designed to recover a portion of the fixed costs created in providing water service to your home or business. In order to provide and maintain a reliable water supply that meets state and federal water quality standards, many expenses are unavoidable.

These expenses include the cost of maintaining the supply, treatment, distribution and service facilities, including vehicles, fuel, and equipment. These are costs we must pay whether water is used or not. The monthly rate does not vary with consumption, but rather is related to the size and flow capacity of your meter, unlike the usage charge which relates to the gallons used per month.



What is a Pass Through Fee?

A water pass through fee is used to recover additional costs caused when Texas Water Utilities purchases water from the municipal supply. This surcharge recovers the difference between what we pay the municipality and what it costs to produce water at our own facilities.

How Do We Set Rates?

Rates are based on our operating costs and upgrades made to the water and/or wastewater systems. The costs of doing business are applied to the Texas legal, rate-making formulas. The rates are then set by the Public Utility Commission of Texas (PUC) to reflect what the Commission believes are reasonable and fair rates to provide high quality of water and/or wastewater service while allowing us a fair return on investment.

When you consider your daily utilities, water is the single most important utility because it is an essential part of everyday life and is the only utility you consume. As your water provider, our main responsibility and mission is to consistently provide you and your family with reliable and safe water. Another responsibility we take on is to inform you about water and wastewater rates.

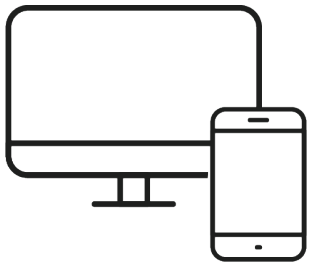
We make available for our customers a tariff which is inclusive of rates for background information, as required by the Public Utilities Commission (PUC) of Texas. Tariff revisions are filed with the PUC and comply with the Texas PUC Chapter 24 Rules (PDF). The most recent rates are posted as soon as official documents are available to us from the PUC.

View your tariff and set rates here:
www.swwc.com/texas/tariff/

WAYS TO PAY

Pay Online

This is the preferred method of payment.
To pay online, go to www.swwc.com/myaccount. From there, you can make an account in order to make a one-time payment or set up auto pay. You can also visit the same link in order to make guest payments. All payments will be posted within one hour.



Pay by Phone

Call 866.654.7992. After choosing your preferred language, select to make a payment through our automatic system. You will also be able to check your balance and set-up auto pay. Please note our Customer Care representatives do not have the ability to take payments, but do have the ability to confirm with you if your payment has been made.

Pay In Person

At Walmart Customer Service Centers, Fidelity Express Payment Centers, and Fiserv/CheckFree. Go online to search which location is closest to you. We do not have payment windows at our plants or field offices.

Pay by Mail

Send your check to the following address:

Payment Processing
P.O. Box 4657
Houston, TX
77210-4657

This method of payment may take up to 14 days for us to recieve and process your payment.

Water Assist®

Texas Water Utilities offers Water Assist a payment assistance program for qualifying low-income customers.

Water Assist, through its partner agencies, provides eligible customers a recurring monthly pledge of $20 for water or $40 for both water and sewer bills. Another component of Water Assist is emergency or catastrophic assistance to customers (one time per year) regardless of their income level.

How do I Apply?

Option #1: For one-on-one assistance, contact a partner agency near you to schedule an appointment. Find your agency at www.swwc.com/texas/water-assist on the bottom of the webpage.

Option #2: If there is not an agency for your district listed below, then you can apply directly with us by submitting the above application and required documents. Submit your application through email at WaterAssist@swwc.com, fax at 832.209.5395, or mail at 2210 Town Square Place, Suite 400, Sugar Land, TX 77479.

What do I submit for Water Assist?

For program consideration, the required documents listed below must be submitted with the signed application form and returned to us for processing. Please note to be considered, application must be completed in its entirety. All applicants will start receiving credits once all information is provided and approved.

- REQUIRED: Provide 2019 signed IRS Income Tax Statement and proof for all sources of income for all members in the household of 18 years of age or older. Other acceptable forms of income include:
  - 2022 – W-2 form (must cover full year or gaps in time must be explained)
  - 2023 – Social Security or Disability Awards letter
  - Form 1099 – for self-employed or independent contractor (from client)
  - Proof of Enrollment – for full time students with no income
  - Declaration of income statement – for those who have no income
- Current photo ID for account holder with address matching one on file. (Must be primary residence to qualify).
- Account must be three months active and in good standing with an established payment history of at least three months with no delinquencies or disconnects.
- Proof of residency for additional household members may be required.

CUSTOMER PORTAL

With a portal account you can:

- view bills and related information
- set up reoccurring and make payments within your account
- edit communication information
- set up paperless billing
- directly pay from within your account or as a guest
- access multiple addresses with one account
- an overall better design
- compare month-to-month usage
- month-to-month temperature comparison
- get outage or educational alerts sent to you by text or email
- quick access to informational resources
- enroll in other programs/features
- disponsible en Español

Setting Up Your Online Customer Portal Account

Visit here to access and set up your account: www.swwc.com/myaccount

Setting up an online account is both quick and easy. Make sure to have your account number and verification ID number handy. Remember, your verification ID is set up when you set up your service and is a specific 4-digit number. It is usually the last four digits of either your social security number, driver's license number, or your tax ID number (if you are a commercial account).

For frequently asked questions and troubleshooting information, visit our website here: www.swwc.com/texas/customer-faq/

Switch Your Bills to Paperless Billing

This feature allows you to receive an electronic version of your bill instead of a paper bill. You will receive an email notification when your invoice is ready. Your electronic bill includes the exact same information as your paper bill and can be viewed or downloaded in PDF format.

Why should you sign up?

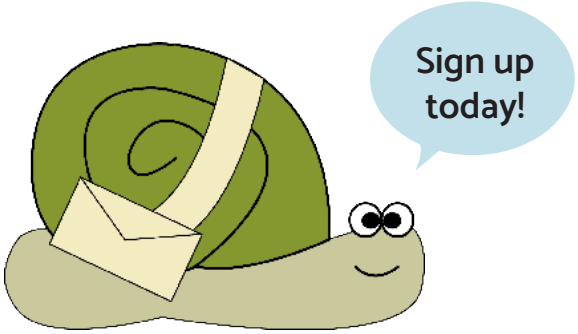
If you're tired of waiting on snail mail, ease the frustration and view your bill instantly with paperless billing. You can access and view your bill on any device, any time. It's the fastest way to get your bill since you'll be notified as soon as the bill is created. This will also help the environment because we will use less paper.

How do you sign up?

To stop receiving paper bills and receive reminders of your bill's availability electronically, log in to your account and then click under "Billing & Usage" the "Paperless Billing" option. Then choose the option, "Paperless Billing with Email Notification," and click submit.

Tired of waiting on snail mail?
Sign up for Paperless Billing today!

www.swwc.com/myaccount



OUTAGE ALERTS

We strive to supply our valued customers with up-to-date information about what's going on in the neighborhood. We make every effort to avoid inconveniencing our customers with water shutoffs, but sometimes these circumstances are out of our control. We can't always tell when a water main might break or when electricity may go out at the treatment plant. To help keep you in-the-know, we offer text and/or email alerts!

Here's How to Enroll:

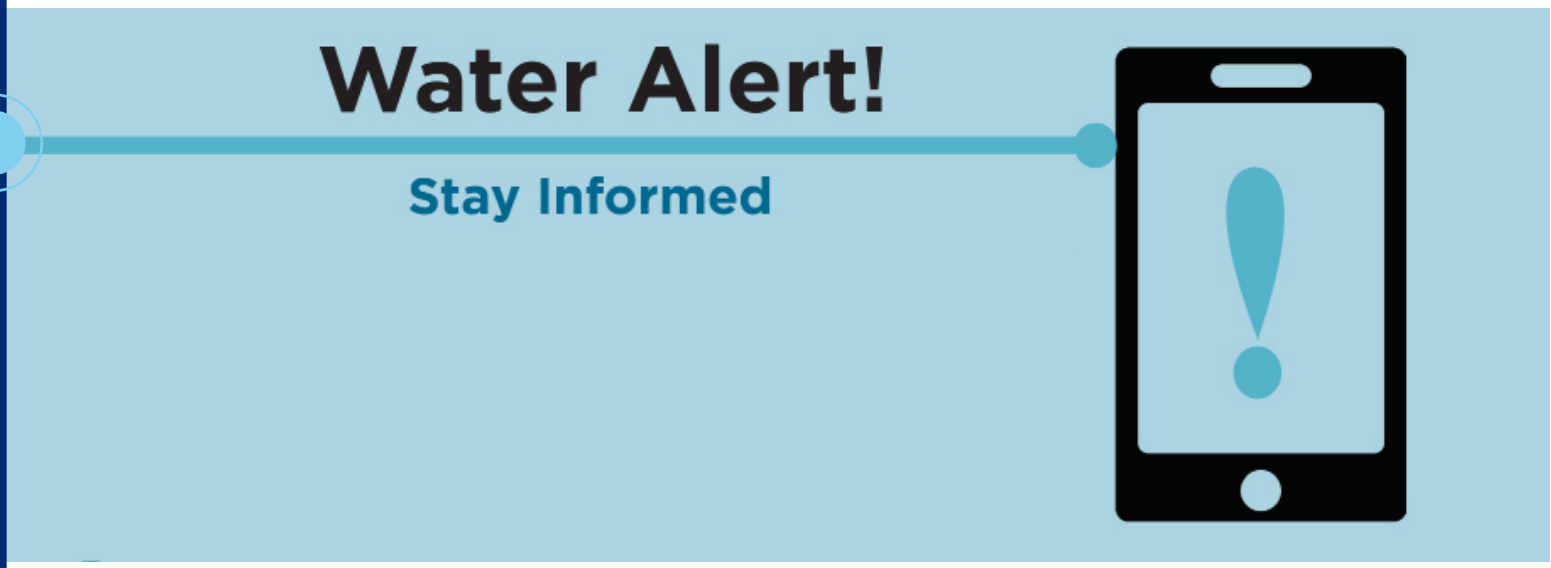
1. Create an account or log in at www.swwc.com/myaccount.

2. If you want to set up text alerts, you'll need to verify your phone number under the menu option, "Update My Info" tab and click on "My Contact Information." Enter and verify the number within the box featured on the page.

3. Then, under the "Update My Info" tab click on "Manage Notifications."

4. Make sure within "Service Events" both Email and SMS are checked, as shown below. You can also manage any other notifications you'd like to receive.

We may post updates and other information on our website, and we also work with local media to broadcast bulletins on radio and television. Always follow the advice carefully. Please know that during any emergency, Texas Water Utilities employees are responding to the situation as fast as possible.



INFRASTRUCTURE

Why are Upgrades Needed?

The majority of water infrastructure in our service areas were constructed over 30 years ago. The lifespan of materials used during that time have now aged and are in dire need of repair and/or replacement. Much of the infrastructure was designed and built when urban areas were much smaller and more compact. Due to growth in most areas, local sources cannot meet current requirements. In some of our service areas, water is shared across city boundaries, further complicating the entire process. By upgrading and maintaining our infrastructure, we can help prevent future damages that cause outages.

Water is the very foundation of this planet, the life-giving essence in all organisms, including human bodies. Without good, clean water, we couldn't survive. A safe and sustainable water supply allows people to carry on with daily activities. Water supports businesses, housing developments, product manufacturing and industry processes. It offers public health protection, guards everyone from waterborne diseases that could devastate our communities, and the overall quality of life we enjoy – low mortality rates, economic diversity, productivity and public safety. In short, clean tap water offers an incredible value – a value to be fully appreciated.

Yet, water is a finite resource. Between 70 and 75 percent of the Earth's surface is covered with water, but only 1 percent is available for human use without advanced and costly treatment. While both the world population and the demand on freshwater resources are increasing, supply remains the same.

The difference is today many more society demands are placed on the same amount of water and habits as a society. Water as a resource is at risk by outside forces each day. This, together with the increased number of people on the planet, has reduced the natural purity of the element. Because demands on water continue to grow, but supplies do not, drinking water counts on everyone lending a hand to conserve, protect and get involved with decisions that affect our water resources. Texas Water Utilities is here to preserve the water supply we utilize for future generations and to lead the way to a more sustainable use of this shared resource.

WATER QUALITY

What Do We Mean By "Water Quality"?

Water quality can be thought of as a measure of the suitability of water for a particular use based on selected physical, chemical, and biological characteristics. To determine water quality, scientists first measure and analyze characteristics of the water such as dissolved mineral content and number of bacteria. Selected characteristics are then compared to numeric standards and guidelines to decide if the water is suitable for a particular use.

How Do We Measure Quality?

The quality of water is determined by making measurements in the field by taking samples of water, suspended materials, bottom sediment, or biota and sending them to a laboratory for physical, chemical, and microbiological analyses. The concentrations of metals, nutrients, pesticides, and other substances are measured in the laboratory.

What is Hard Water?

Hard water is a common quality of water which contains dissolved compounds of calcium and magnesium and, some-

What Causes Hard Water?

The hardness in water that is caused by calcium, magnesium, and other cations that are usually described in terms of the calcium carbonate equivalent.

What Makes My Drinking Water Smell/Taste Bad?

Drinking water can pick up tastes and odors from new pipe, from low usage in the treated water system, or from natural elements in the source water. Tastes and odors in treated water are not harmful, but we do take steps to try and eliminate them.

Why is My Drinking Water Discolored?

Drinking water discoloration, though not harmful, is aesthetically displeasing. Discoloration of the water can be a result of disturbances in the water line due to air in the lines, installing new pipe, or shutting off the water to a local area for system maintenance. Home plumbing can also cause discoloration of the water.

Why Does My Tap Water Look Milky or Cloudy?

Milky or cloudy water is often caused by air that enters pipes and escapes in the form of oxygen bubbles when water leaves your tap. Cloudiness and air bubbles do not present a health risk, and should naturally disappear in a few minutes. You can test this by running the water into a clear container and observing for a few minutes. If the water clears from the bottom to the top of the container, this means air bubbles are rising to the surface.

What is the White Residue I Find Sometimes on Cookware and in My Shower?

White residue is commonly found in showers and kitchenware as the result of dissolved minerals found in water, such as calcium and magnesium. These minerals are not a risk to human health.

LOW PRESSURE

What Causes Low Pressure?

Things to check within your home that may cause low water pressure:

Check Your House Valve

Make sure your shut-off valve that supplies water to your home is in the full "on" position. If the house valve is partially in the "off" position water flow to your home will be restricted.

Water Softener

Customers may notice a decrease in water pressure after having their water softener serviced. Please check to make sure the service person fully reopened the valve when the service or repairs were completed.

Check for Leaks

Low water pressure can also be caused by an undetected leak. Some possible locations include: faucets, toilets, water softener, outside pipes, and outside spigots.

DROUGHT INFO

Our water experts continuously monitor the water supply and demand conditions in order to be ready for a water shortage. We're committed to doing what's necessary to manage a potential drought situation and meet our customers' need for water. In order to conserve the available water supply and to protect the integrity of our water supply facilities, we have adopted regulations and restrictions on the delivery and consumption of water during a drought. Please read our User Drought Contingency Plan (UDCP) to learn about what we'll do to ensure a secure public water supply.

How are drought stages issued?

Source 1: High customer demand

As neighborhoods use a lot of water for non-domestic water uses, that can cause the water supply to be used up faster than is being replenished. Because of this, it's important to conserve water so there is a normal supply for daily domestic use.

Source 2: Required by our water source authority

To protect the water source (either a surface body of water or an aquifer) and our ability to manage our supply, regulatory authorities monitor the levels of the water sources and see if the sources are being recharged by rain or other factors.

If the regulatory authority notices the level of the water source is decreasing and being recharged, it notifies the utilities that use it's water source.

Once we are informed of a drought level, we must reduce our water usage. We send out notifications of the guidelines.

From there, it's up to everyone to reduce and conserve your water usage so that everyone has enough for basic tasks.

Understanding Drought Water Usage Restrictions

The User Drought Contingency Plan (UDCP) is a detailed document that outlines the restrictions in place for each drought stage and meant to help you reduce the impact of drought and water shortages. There are five stages, and whenever a neighborhood is under drought stage notice, you will be notified by text and/or email, on the back of your monthly bill, and listed on our drought web page:
www.swwc.com/texas/drought.

IRRIGATION 101

Installing an automatic irrigation system is a convenient way to supplement plant water needs when rainfall is deficient. However, the majority of homeowners tend to over-water with automatic irrigation systems which can lead to significant water runoff. To prevent water waste, reduce water costs, and protect valuable water resources, homeowners must learn to manage and maintain their irrigation systems more efficiently. For more information regarding your irrigation system, please contact your irrigation manufacturer.

Important Topics to Research More

- Understanding when and how long to run the irrigation system.
- Adjusting the irrigation controller.
- Detecting leaks and how to repair common irrigation hardware problems.

Starting Points

- Adjust sprinkler heads so your grass is watered rather than your sidewalk.
- Upgrade to water conserving water nozzles.
- Use drip irrigation for flowerbeds.

SHUT OFF-VALVE

What is a Shut-Off Valve?

Water is an essential resource we all appreciate, but it can become a nightmare, too. Leaks and bursting pipes can cause thousands of dollars in damages to our residences and businesses. That's why homes built within the last 20 years typically have two shut-off valves, one for the water utility (called a supply side shut-off) and one for you (called a houseline shut-off.) The reason you have a houseline shut-off is to enable you to protect your home if a leak occurs.

With one leak or bursting pipe, your home could undergo damage by the time a utility technician arrives to disconnect the water at your meter. Therefore, it's important to make certain you have a houseline water shut-off valve installed. It's vital to protecting your home and minimizing damage; should such a situation arise, you don't want to feel helpless.

Imagine this scenario: A pipe breaks inside your home and is flooding all your belongings. You call the utility company, but they cannot arrive for an hour or so. Instead of worrying about emergencies like this, you can easily turn off the water through a house shut-off valve. Then, you can deal with correcting the source of the leak.

Everyone in your home should know where the valve is, and know how to turn it off. If you do not have a shut-off valve on your side of the meter, it is your responsibility to have one installed so the water may be shut off in case of an emergency.

Do I Have a Shut-Off Valve?

If you don't know where your houseline shut-off valve is, you will need to locate it. Houseline shut-off valves are located in various areas. Here are some places you may find yours:

Where hot and cold-water pipes come together.

Outside your home, near the water meter.

If you can't find your water shut off valve, you can easily add a shut-off valve or an additional location. This way you can shut-off the supply of water to certain areas of the home, but not to others.

How to Do It Yourself

It's actually very easy and cheaper than hiring a certified plumber. However, we suggest you seek the advice of a licensed professional plumber if you are unaware of your home plumbing. All of the supplies you'll need are available at your local hardware store.

Step 1: Purchase the supplies for your house service line. Most lines are a 3/4" diameter.

One PVC ball valve

Minimum 3"of PVC

One pressure coupling

PVC cleaner

PVC glue

One permanent ink marker

Step 2: Call our customer service and request a temporary meter shut off for a valve installation.

Step 3: Clean at least 3" of PVC and glue it into one end of the PVC ball valve.

Step 4: Expose at least 12" of house service line within 2 feet of the meter box.

Step 5: Place the assembled ball valve and PVC next to the exposed house service line. Mark the house service line.

Step 6: Once the water service is disconnected, cut out the marked section of house service line and slide the compression fitting on the line.

Step 7: Clean and glue the other end of the ball valve and house service line. Slide both together with a twisting motion. Valve should be upright.

Step 8: Slide the compression fitting on the PVC coming out of the other end at least 1" inch of the ball valve and tighten (do not over tighten).

Step 9: Install valve box and lid over the valve before refilling any holes. Be sure to flush your system at an outside faucet until the line is clear. Flushing avoids introducing dirt into your home and possible clogs with faucet screens.

CONSERVATION

Water Conservation

Everyone can play a role in ensuring the continued availability of our water supply. Water conservation should not just be for emergencies. It should be a way of life. Conserving water today saves you money on your water and sewer bills, reduces the cost of building new water and wastewater infrastructure, and leaves more water in rivers and lakes for you to enjoy.

What can you do? There are hundreds of things one can do to conserve water. Some are very simple, but all of them begin with you. Take a step toward water conservation today by thinking when you use water.

Let's make it our choice to pay attention to our daily habits – how we use water and how we might be wasting it. Do your part to conserve our precious supplies by small, thoughtful changes in your daily activities and habits. Small changes, if done on a large scale, add up to a big change. Every drop counts and every person can make a difference.

Garden Watering Calculator

Much residential water use accounts for outdoor landscaping. Take a close look at your outdoor watering activities. Most landscapes don't need to be watered as often in the fall and winter as they do during the summer. If you're not sure how much water your landscaping needs, a helpful interactive online tool is available online from BeWaterWise.com.

Simply answer a few questions about your location, landscape, type of soil, and sprinkler system. The online calculator will show you how many times a week you will need to water your landscape and for how long. Just a few minutes of your time could add up to significant savings on your water bill, and it will help to preserve our most precious natural resource – water.

Save Water Outside Your Home

Landscape Irrigation

- Detect and repair all leaks in your irrigation system.
- Use properly treated wastewater for irrigation where available.
- Water the lawn or garden during the coolest part of the day (early morning is best). Do not water on windy days.
- Water trees and shrubs, which have deep root systems, longer and less frequently than shallow-rooted plants that require smaller amounts of water more often. Check with the local extension service for advice on watering needs in your area.
- Set sprinklers to water the lawn or garden only – not the street or sidewalk.
- Use soaker hoses or trickle irrigation systems for trees and shrubs.
- Install moisture sensors on sprinkler systems.
- Use mulch around shrubs and garden plants to reduce evaporation from the soil surface and cut down on weed growth.
- Remove thatch and aerate turf to encourage movement of water to the root zone.
- Raise your lawn mower cutting height – longer grass blades help shade each other, reduce evaporation, and inhibit weed growth.
- Minimize or eliminate fertilizing, which promotes new growth needing additional watering.
- When outdoor use of water is restricted during a drought, use the water from the air conditioning condenser, dehumidifier, bath, or sink on plants or the garden. Don't use water that contains bleach, automatic-dishwashing detergent, or fabric softener.

Other Outdoor Uses

- Sweep driveways, sidewalks, and steps rather than hosing off.
- Wash the car with water from a bucket, or consider using a commercial car wash that recycles water.
- When using a hose, control the flow with an automatic shut-off nozzle.
- Avoid purchasing recreational water toys which require a constant stream of water.
- Consider purchasing a new, water-saving swimming pool filter.
- Use a pool cover to reduce evaporation when pool is not being used.
- Do not install or use ornamental water features unless they recycle the water. Use signs to show the public that water is recycled. Do not operate during a drought.

Save Water Inside Your Home

Bathroom

- Do not let the water run while shaving or brushing teeth.
- Take short showers instead of tub baths.
- If you must use a tub, close the drain before turning on the water and fill the tub only half full.
- Bathe small children together.
- Never use your toilet as a waste basket.

Kitchen and Laundry

- Keep drinking water in the refrigerator instead of letting the faucet run until the water is cool.
- Wash fruits and vegetables in a basin. Use a vegetable brush.
- Do not use water to defrost frozen foods; thaw in the refrigerator overnight.
- Scrape, rather than rinse, dishes before loading into the dishwasher; wash only full loads.
- Add food wastes to your compost pile instead of using the garbage disposal.
- Wash only full loads of laundry or use the appropriate water level or load size selection on the washing machine.

Equipment

- Consider purchasing high-efficiency toilets, or place a plastic container filled with water in the tank of your conventional toilet. Be sure it does not interfere with operation of the toilet's flush mechanisms.
- Install low-flow faucet aerators and showerheads.
- Consider purchasing a high efficiency washing machine which can save over 50% in laundry water and energy use.
- Repair all leaks. A leaky toilet can waste 200 gallons per day. To detect leaks in the toilet, add food coloring to the tank water. If the colored water appears in the bowl, the toilet is leaking.