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Phone: (361) 972-0929

- Quality on Tap! Our Commitment, Our Profession -

CAPE CARANCAHUA WATER SUPPLY CORPORATION

416 Carancahua Blvd., Palacios, Texas 77465

Website: <http://capecarancahuawatersupplycorps.com>

**Welcome to Cape Carancahua Water Supply; we are glad to have you as a customer. Here are a few “Things You Need to Know” for the best service as a CCWSC customer.**

### **OFFICE**

- The Office is open Monday through Friday from 9:00 a.m. until 5:00 p.m.
- Notify the office immediately of any change to your billing address, email, or telephone.
- In the event of an after-hours emergency, contact Mike Labay at 361-648-1157

### **BILLING**

- Payments are due by the 15<sup>th</sup> of each month to avoid late fees. (\$20 late fee will be assessed after the 15<sup>th</sup> of the month.
- You can choose how you want to receive your bill.  
Register with payclix\* and choose the preferred method to receive your bill. Options are:
  - a. U. S. Mail by hard copy
  - b. Email.
- You can choose how you want to pay your bill. Options are:
  - a. In person at the office with check or money order. No cash.
  - b. Online through Payclix\* with e-check or debit/credit card.
- Disconnect notices are sent out the day after a late fee is assessed. There is a 10-day grace period to make full payment or the water will be disconnected. If your water service is disconnected there will be a \$100 reconnect fee.

### **SERVICE**

- CCWSC is a public utility company and has water service outages from time to time due scheduled maintenance or unforeseen events such as water leaks, line breaks, etc. Please be patient. We work hard to restore service as quickly as possible.
- Report any leaks or standing water through the website “Customer Contact” link or by call 361-972-0929 during office hours. See above for after-hours contact information.
- Turn the water off on **your side** of the meter in the event of evacuation or extended absence.
- The grass around your meter should be cut short or weed killer should be used.
- If you are going to be away for longer than 3 months, it may be to your advantage to have your service disconnected and pay \$100.00 to reconnect when you are ready.
- Notify the office if you sell your property so we can finalize your account and create your final bill.

\* <https://www.payclix.com/CapeCarancahuaWSC> or call 1-866-PayClix (729-2549).