

Email: CCWSC2009@yahoo.com



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 thru Thursday from 9am until 5pm and Friday 9am to 12pm.
- Notify the office immediately of any change to your billing address, email, or telephone.
- In the event of an after-hours emergency, contact operator at (361) 404-1102

### **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. You will need to fill out a Request for Discontinuance of Service form on the website.
- 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).