

VIRGINIA HILL WATER SUPPLY CORPORATION  
707 EAST COLLEGE STREET  
ATHENS, TEXAS 75752

**KEEP**

**Pay Bill Online at:**  
**[virginiahillwsc.com](http://virginiahillwsc.com)**

**CUSTOMER INFORMATION**

**OFFICE HOURS**

Monday through Friday  
7:00 A.M. - 4:00 P.M. (May close earlier than 4 pm)  
Closed for one hour each day for lunch

**PHONE NUMBERS**

Office: (903) 675-7487  
After Hours for **Maintenance/Emergencies ONLY:**  
(903) 802-3410

**WATER RATES**

Customers with a 5/8" x 3/4" meter:  
Base Rate: \$27.93  
0 - 4,000 gallons = \$2.50 per thousand  
4,001 - 8,000 gallons = \$3.50 per thousand  
8,001 - 12,000 gallons = \$4.50 per thousand  
Over 12,000 gallons = \$6.00 per thousand

**REGULATORY ASSESSMENT FEE**

The Texas Commission on Environmental Quality (TCEQ) has imposed a FEE of 0.5% on all water charges. This is listed as REGULATORY FEE on your monthly water bill.

**NECHES & TRINITY VALLEYS GROUND-WATER CONSERVATION DISTRICT FEE:**

The Corporation is charged a quarterly pumping fee by this entity. In order for the Corporation to pay this fee, we charge a gallonage fee of \$0.05 per thousand gallons used to each customer each month. This is listed as WTR DIST FEE on your monthly water bill

**LEAK ADJUSTMENT POLICY:**

When any member/renter of Virginia Hill Water Supply Corporation has a water line break that causes above normal usage of \$300 or more, upon member/renter request, Virginia Hill Water Supply Corporation will send personnel to verify that a leak has occurred. The member/renter can then request an adjustment to the billing(s) by providing a written request to the office stating the problem encountered and the action taken to remedy the problem. Once it has been verified by a Virginia Hill Water Supply Corporation personnel that the above normal usage was caused by a leak and that the leak has been repaired, the billing will be adjusted by using a six month average plus 15% of the billing requested to be adjusted.

**BILLS/PAYMENTS/DISCONNECTS**

Water bills are mailed on the last working day of the month. **Bills are due and payable upon receipt.** Please read your bill and remit the correct amount owed. If paying by mail, please return the right hand stub with your name on it and the notation "**MAIL THIS STUB WITH YOUR PAYMENT**" along with your check. If paying in person, when the office is closed, insert the right hand stub and your check or cash in an envelope and put it through the mail slot to the right of the door. If you do not have the correct change and you overpay, you will receive a CREDIT on your next bill. If you underpay, you will see a BALANCE DUE on your next bill.

After the 15<sup>th</sup> of the month, a 10% or \$1.00, which ever is greater, late charge will be added to your account. On the 16<sup>th</sup> of the month, all past due customers will be sent a **DISCONNECTION NOTICE** including the past due amount and the disconnect date. Customers not paying **BEFORE** the disconnect date shown on the notice will have their meter locked off with a note placed in their meter box showing the amount due to restore service. A \$50.00 service charge will be added to those accounts that have been locked off. To restore service, you must pay the past due bill plus all charges assessed, at the office **BEFORE 3:00 P.M. DO NOT RESTORE SERVICE YOURSELF - THEFT OF SERVICE CHARGES WILL BE FILED!** Contact the office during normal business hours **BEFORE** the disconnect date if you are unable to pay your bill to make arrangements for payment. **DO NOT CALL OR COME BY THE OFFICE ON THE DISCONNECT DATE TO MAKE ARRANGEMENTS FOR PAYMENT!**

**ADMINISTRATIVE FEE**

An administrative fee of \$1.00 will be charged to all customers who do not return the right hand stub of the bill that contains their name and address on it with their payment or if the customer staples their payment to the returned stub.

## CUSTOMER RESPONSIBILITIES

The Corporation is not responsible for events occurring on the customer side of the meter. The Corporation **REQUIRES** that a cut-off valve or gate valve be installed at the meter on the customer side. **The valve on the street side of the meter is for the use of employees only and CANNOT be used as an on/off valve by the customer at any time.** The installation of your own cut-off valve on your side of the meter will preclude a trip fee charge resulting from your request to have the water turned off for repairs and will prevent water flowing out of your water heater or other appliances should a leak occur on the supply line or should it become necessary to change the meter out or make other repairs to the Corporation's equipment. The customer will be billed for the costs related to the repair or damage caused by them to meters, valves, lines or other equipment belonging to the Corporation. It is also the customer's responsibility to install any pressure regulating devices on the customer's side of the meter to take any necessary precautions to control pressure on the customer's side of the meter.

## CROSS-CONNECTIONS

The customer is **REQUIRED** to avoid or eliminate cross-connections to their wells or other sources of water of unknown quality such as stock tanks, ponds, chemical tanks or even from the end of a water hose lying in water. While the Corporation's employees may look for such cross-connections, we rely on you, the customer, to help protect the quality of the water going to you and your neighbors. Please cooperate by physically disconnecting any wells attached to the line from the water meter and making a conscious effort to keep the ends of water hoses up and away from sources of water of unknown quality. Keep in mind that **ALL VALVES LEAK GIVEN THE RIGHT CONDITIONS!!**

## FEES AND OTHER CHARGES

Membership Fee	\$ 200.00
Installation Fee	\$ 975.00
Equity Buy-In Fee	\$ 1,185.00
Late Charge	Ten percent of bill
Service Trip Fee	\$ 25.00
Disconnect Fee	\$ 25.00
Reconnect Fee	\$ 25.00
Re- Service Fee	Actual Cost
Returned Check Fee	\$ 15.00
(Returned checks will not be re-deposited)	
Meter Relocation Fee	\$ 265.00
Equipment Damage Fee	Actual Cost
Meter Test Fee	Actual Cost
Membership Transfer Fee	\$ 10.00
Added Membership Fee	\$ 150.00
(applies when \$50 Membership is Transferred)	
Added Membership Fee	\$ 100.00
(applies when \$100 Membership is Transferred)	

## METER READINGS

All meters are read by the Corporation monthly beginning on or about the 23<sup>rd</sup> of the month. Our water system has installed auto read meters, which means that we read your meter by driving by the meter and the meter sends the meter reading to the computer in the truck. We do not open the meter box lid to read your meter, therefore, we do not clean out the meter box each month.

## QUESTIONS/COMMENTS/COMPLAINTS

If you have questions about your bill, the system or its operation, or any other related subject, please call the office during normal business hours. **Use the after hours number for emergency purposes only.** When reporting a leak or other problems with the system, please provide your name and the location of the leak or problem. When inquiring about your bill, please have your account number readily available. The names of the people you will be speaking to are:

General Manager/Office: Debbie Scott  
Office Temp: Chelsea Tapley  
Field Supervisor: Troy Slaughter  
Operator: T.J. Slaughter  
Laborer: Sederic Trimble  
Laborer: Kyle Cleveland