

Welcome to Benton City Water Supply Corporation! We work to ensure BCWSC's value and integrity by improving the system's accuracy and dependability – to deliver the best water available. We strive to provide excellent customer service in the office and the field. We welcome your feedback of your experience with us and our services.

THANK YOU!
Kenneth Benefiel
GENERAL MGR.



980 FM 3175
Lytle, TX 78052
(830) 709-3254

Toll Free (877) 709-3254

www.BentonCityWater.com
bentoncitywater@bentoncitywater.com

Office Hours
Monday – Friday
8:00 am to 4:30 pm
On-Call Tech available
7 days a week

Partnership

Benton City Water Supply Corporation is a member-owned organization. This Newsletter covers some of the important details about our partnership. You can find more details on our website.

Membership

Accounts must be established by the property owner as shown on the Warranty Deed or Deed of Trust. Renters/Others can be added using the Alternate Billing Agreement. The property owner is liable for all charges regardless of having a renter/other listed.

You will be given an Account Number and Meter (Location) Number when your account is set up. You must have one of these numbers when contacting the office. Please store them in a convenient location, such as your phone.

Billing

The base residential fee is \$27.14 per month plus water usage, if any. If you are using water and are only billed \$27.14, contact us right away. Members are responsible for their usage even if they are not billed for it. Bills are posted by the 18th. Ebills & paper bills are sent by the 20th. If you do not receive your bill please contact the office. **Failure to receive a bill does not waive due date and penalties.**

Payments are due the 1st of the month. A grace period until the 15th is given. Payments can be made:

- Online – www.BentonCityWater.com
- Mail, In-person or Drop Box – 980 FM 3175, Lytle TX 78052
- Phone – 830-709-3254, Mon-Fri from 8:00 am to 4:30 pm
- Automatic Drafts (checking/savings or credit/debit) – Sign up online or in-person. Payments are drafted monthly on the 5th.

LATE FEES: A \$15 late fee is added to accounts with a past due balance as of 8:00 am on the 16th of the month.

PAST DUE FEES: A \$30.00 past due fee is added to accounts with a past due balance as of 4:30 on the last business day of the month and the account is put on the Lock Out list.

Last Business Day

January 31, 2024	May 31, 2024	September 30, 2024
February 29, 2024	June 28, 2024	October 31, 2024
March 29, 2024	July 31, 2024	November 29, 2024
April 30, 2024	August 30, 2024	December 31, 2024

Lock Out Services and Tampering with Water Services

Accounts on the Lock Out list will be locked at the meter. If the past due amount is paid prior to 4:30 pm Monday through Friday, it will be unlocked the same day. *Technicians do not have access to account information and cannot take or verify an after-hours payment. Those meters will remain locked until the following business day.* A \$250.00 Tamper Fee will be charged if you remove a lock, shut off device or tamper with the meter in any way to divert or to bypass service.

Returned Item Fee

There is a \$30.00 fee for returned payments.

- If a check/draft is returned 2 times, it will be removed from your account and payments must be made by cash, money order or credit/debit card for 1 year.
- If a credit/debit card payment is returned 2 consecutive months, it will be removed without additional notice. Please add your email to your account to be notified if payment does not process.
- ***Review your monthly statement to ensure your payment processed.***

Service Calls

If you experience issues with your service – no water, dirty water, leaks at the meter or on our lines, pressure issues – you can submit a service request online or by calling the office. We will respond as quickly as possible. We have an on-call technician 7 days a week for after-hours emergencies. Our phones are automatically forwarded to them at 4:30 pm and remain forwarded over the weekend. Please remember we won't know about issues unless you let us know.

Members are responsible for leaks/issues from the ball valve (at the front of the meter) to their house. Benton City Water is responsible from our main line to the ball valve.

Account Changes & Cancellation

Changes to your account – Address, phone, email – must be in writing either via email, in person or through your online account. Name changes must have documentation which varies so please contact the office.

If you sell your property or no longer want/need service, submit a Member Cancellation form available on our website or at the office. This must be submitted in writing either via email, in person or through our website contact page. We will take your final read, issue a final bill and apply your membership. Any remaining membership balance will be refunded to the name on the account. Please note, you are responsible for all charges until we receive your cancellation or the new owner submits their paperwork.

Cross Connections

Please do not allow any cross connections that could contaminate the water supply. Cross connections may occur at water wells, livestock water troughs, swimming pools, or other locations where water could be siphoned back into the system. Members may have to install a Backflow Preventer where this could be an issue. If you have any questions or concerns about cross connections, contact our office.

Dual Connections

As stated in our Tariff under *Prohibition of Multiple Connections to a Single Tap*; No more than one (1) service connection is allowed per meter. Any unauthorized sub-metering or diversion of service shall be considered a Multiple Connection and subject to disconnection of service.

Drought Contingency Plan Information

Benton City Water Supply Corporation has the authority to execute the Drought Contingency Plan as necessitated by circumstances. Such restrictions will remain in effect until the General Manager lifts the restrictions. Notice will be given through the Benton City Water website, via alerts or other means.

Board Meetings

All regular scheduled Board meetings are the fourth Tuesday of the month at 7:00 p.m. The Annual Meeting is the second Tuesday in April. Director elections are held at the annual meeting. If you are interested in being on the ballot, please contact our office for details.

Holiday Schedule

Jan 1	New Years's Day
Jan 15	Martin Luther King, JR.
March 29	Good Friday
May 27	Memorial Day
July 4	Independence Day
Sept. 2	Labor Day
Oct. 14	Columbus Day
Nov. 11	Veteran's Day
Nov. 27	Close @ noon
Nov. 28 & 29	Thanksgiving
Dec. 24	Close @ noon
Dec. 25 & 26	Christmas