



**Texas  
Water Utilities**

## **Welcome to Texas Water Utilities!**

On behalf of the entire Texas Water Utilities team, we would like to welcome you as a new customer.

We are committed to providing safe, reliable drinking water and effectively treating wastewater to return it to the environment. Our customers are the most important part of our business, and we work tirelessly to ensure your satisfaction. .

Thank you for the opportunity to provide service.

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**This welcome packet contains information to help you manage your utility services.**



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**Texas  
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## Contact Us



**866-654-7992**  
**Monday - Friday**  
**8 a.m. to 4:30 p.m.**



**TXWaterUtilities.com**



**TXCustomerCare@swwc.com**

# NEW SERVICE CHECKLIST



## Set Up Service and Account

Visit **account.mywater.us** and click “Start Service” to set up water/wastewater service. This is how you will get your account number.



## Set Up Your Online Portal Account

Visit **account.mywater.us** and next to “Need a profile?” click on Sign up. You will need your account number.



## Sign Up for Paperless Billing and Service Alerts

Make your account more efficient! Within the portal under the “Billing & Usage” menu options, click on “Paperless Billing with Email Notification.” Then to receive email or text alerts about service events, payment reminders, leaks, and high usage, under the menu option “Update My Info” click on “Manage Notifications.” Select how you would like to receive notifications.



## Check for Potential High Usage

When you move into a new home, you may be unaware of settings for your irrigation or pool. For example, if you have new grass and plants, your sprinkler settings may run more often than you would like and can drive up your water usage.



## Check for Leaks

Walk through your home and check toilets and faucets for leaks. Then, walk around the perimeter of your home to check for any leaks. It's important to repair leaks before they spike up your usage. If you end up having a leak, give us a call to check your usage and provide any assistance.

**Visit our Learning Center at [swwc.com/h2ome](http://swwc.com/h2ome).**





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# Customer Service & Billing

## Ways to Pay: Online

To manage your utility bills and payments, we recommend using our **My Account** online self-service customer portal. With My Account, you can easily manage most billing and other requests yourself.

From the self-service online portal you can:

- View your bill and usage
- Pay with debit card, bank account or credit card
- Set up auto pay
- See previous payment amounts and date paid
- See your total amount due and due date

You'll also be able to:

- Choose paperless billing
- Start / Stop and Transfer utility services
- Set up and modify notification preferences
- Contact Customer Service



Visit **account.mywater.us** to register and log in. Have your 10-digit Account Number (from your bill), service zip code, and email address available when registering.

Please note, we are not affiliated with any third-party online bill payment services. These services usually charge additional fees, and do not guarantee payments will reach us on time. This may result in late fees or disconnection of services.



## Sign up for Paperless Billing

If you're already viewing your bill online, sign up for paperless billing to stop receiving a bill in the mail.

## Ways to Pay: Phone

Call **(866) 654-7992** to contact Customer Service to make a payment.

Over the phone you can:

- Check your account balance
- Get confirmation of your last payment made
- Pay your bill anytime, anywhere using credit or debit cards with a VISA or MasterCard logo.
- Set up recurring payments on your credit/debit card

## Ways to Pay: Mail

Please attach the lower, detachable portion of your bill with mailed payments. Use the payee details in the Payment Remittance section to complete your check or money order, and write your 10-digit Account Number on the front. Do not send cash by mail.

Mail payments to:  
**PO Box 36988**  
**Hoover, AL 35236-6988**

## Ways to Pay: In Person

In-person payments are available to be made at your local **Fidelity Express** at **www.fidelityexpress.com/map** or or **CheckFree** at **www.checkfreepay.com/en/payment-locator**. Visit the websites to identify a location near you. If you are at risk of disconnection or need to be reconnected, you must call us immediately after payment and be ready to share any confirmation number provided. This will help us address your situation urgently.

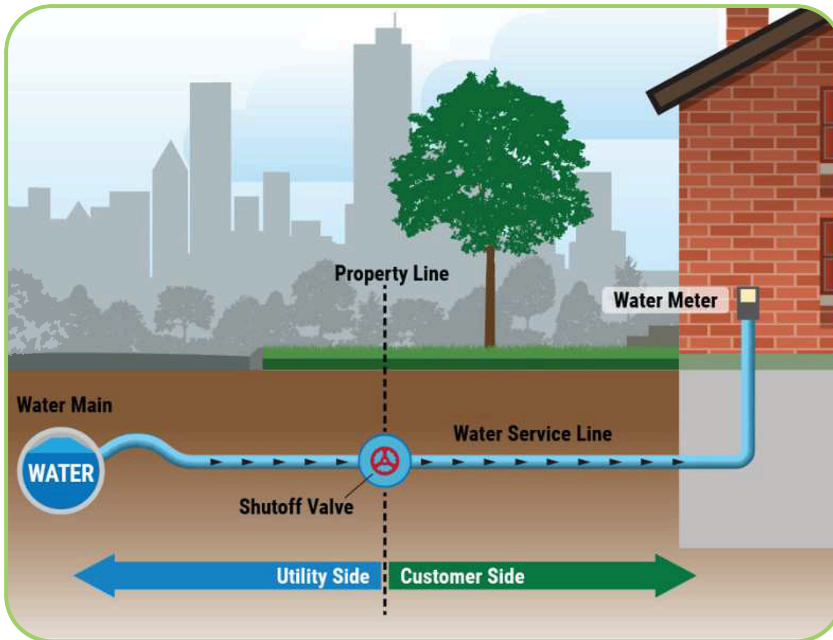


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# About Your Service

There is some crucial information we want you to know  
to better understand how water service works.

## Locate Your Water Service Line



As any water customer in the United States, you are responsible for the service lines and plumbing starting from the meter to inside your home. This means we recommend to stay alert of water leaks to identify the source location to have it repair immediately.

Water meters and curb stop valves can help you locate where water service lines enter your home. If present, they're typically located at the front of the property near the street or sidewalk, in ground level boxes marked "water" or "meter".

Our responsibility is from the meter to the service lines and all the way to proper management of the water source.

It's important we all do our part in maintaining service lines to ensure consistent service and reduce the amount of clean water leaked.

## How to Read Your Water Meter

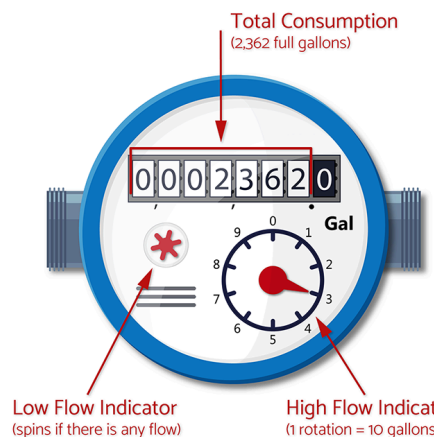
The location and appearance of residential water meters varies, but they're all similar in their function.

Your water meter is a simple and reliable instrument that measure the volume of water (in gallons) that has passed from the public watermain to your home or business.

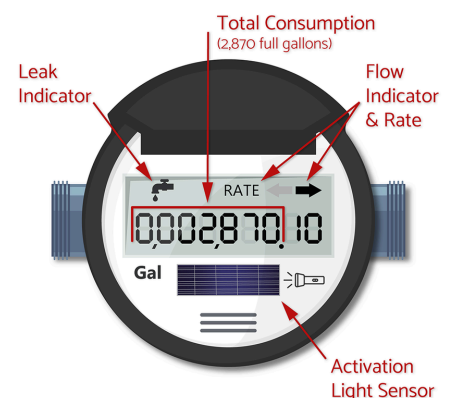
It allows us to accurately charge individual users for their water use. Meters measure all water flow, so they can be used to detect even the smallest leaks in your plumbing – to help you conserve water and save money.

Digital "smart" meters transmit meter data wirelessly, so utility personnel don't need to come to your property.

### Analog Meters



### Digital "Smart" Meters



### Be Aware and Protect Yourself from Utility Scams

Our employees wear branded items, and our trucks are marked with our logo. Any service our employees conduct will be completed outside the home, for example at the meter or an outside tap. If we need to enter a customer's home, we require an appointment to allow entry and won't come to the property demanding access inside.



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# Understanding Your Bill

**Texas Water Utilities**

Customer Care: 8:00 AM - 4:30 PM, Monday - Friday  
Phone: 866-654-7992 Emergencies: 866-654-7992  
Email: TXCustomerCare@swwc.com  
Website: www.swwc.com/texas

Account #: 00100000000  
Invoice #: 18100000000

Bill Date: 01/09/2024  
Due Date: 01/25/2024  
Total Due: \$43.23

For Service: Jane Davis  
To: 1234 Main St  
JOSHUA TX 76058

Service	From	To	# of Days	Previous	Current	Usage (KGal)	Meter #
5/8" - N	12/15/2023	01/04/2024	21	341.0	341.0	0.0	1234567

**Account Details**

Previous Balance \$0.00

Payment Received 12/15/2023 - Thank You -\$95.00

Transfer Fee \$45.00

Deposit Due \$50.00

Balance Before Current Charges \$0.00

Water Base \$33.86

Dkt 50944 Rate Exp Surch W \$0.46

Docket 55585 - SIC Water \$8.48

TX Comm Environ Quality \$0.43

**Total Current Charges \$43.23**

**Total Account Balance \$43.23**

Total Amount Due After 01/25/2024 \$47.55

**Messages**

■ **Updated Bill Design!** We've updated your bill to improve readability. The information provided remains the same. We hope you find our new layout clear, concise and understandable.

■ **Prepare for winter.** Please take necessary steps to winterize your home. Did you know by insulating your hot water pipes you reduce the amount of water you run when waiting for hot water at the faucet?

■ Units: 1 KGal = 1000 Gallons

■ **Moving?** Move-Out Online at <https://myaccount.swwc.com>. Address Change? Email us at [TXCustomerCare@swwc.com](mailto:TXCustomerCare@swwc.com)

**Usage History — 13 Month Usage in KGal**

Month	Usage (KGal)
J	6
F	6
M	3
A	1
M	1
J	5
J	9
A	11
S	6
O	1
N	2
D	2
J	0

Tired of waiting for your paper bill? Switch to paperless billing! [www.swwc.com/myaccount](http://www.swwc.com/myaccount)

Please detach and return the bottom portion with your payment, **pay online** at <https://myaccount.swwc.com>, or **pay via phone** at 866-654-7992.

Account Number: 00100000000  
Total Amount Due By 01/25/2024: **\$43.23**

Texas Water Utilities, L.P.  
2150 Town Square Place Suite 400  
Sugar Land, TX 77479

Amount Enclosed

Make checks payable to: Texas Water Utilities, L.P.

Jane Davis  
1234 Main St  
Joshua, TX 76058

Texas Water Utilities, L.P.  
P.O. Box 36988  
Hoover, AL 35236-6988

**1. Account Information:** You'll need your account number to set up a portal account or when you call us. The "billing date" is when the invoice was generated, and the "total amount due by" is when your payment is due before it is considered late.

**2. Meter Overview:** The "rate type" refers to your meter size. "Meter read dates" represent the time period for this bill. The "meter reading" displays information used to calculate your usage. The "usage KGAL" represents the number of 1,000 gallons of water used. We do not charge for fractions of 1,000 gallons. The "meter number" is the ID number we use for the meter.

**3. Previous Bill Summary:** This is where you can see information about your previous bill amount and any remaining balance you owe.

**4. Current Billing and Other Basic Charges:** Each charge that makes up your bill is itemized in this section. A water or sewer base is the set rate for reliable service. The water and sewer usage is based on your usage. For more on sewer usage, see the winter averaging section below. You can also read about the other additional charges below.

**5. Message Center:** Each month we post important information in this section, so be sure to check it out.

**6. Water Usage History:** This chart shows how much water usage you've used in the past 12 months..

**Back of the Bill:** Very important messages about drought restrictions, rate changes, and infrastructure are frequently featured on the back of the bill or in additional pages.

## RATES EXPLAINED

### What makes up a base rate?

The monthly water and/or sewer base rate on your bill is designed to recover the fixed costs of providing water service to your home or business. This includes the cost of maintaining the supply, security, technology, treatment, distribution, service facilities, and customer service.

### Winter Averaging

Your monthly sewer usage is determined by your average water usage during winter months (typically December, January and February). If you have a leak during this period, please contact us to see how we can help.

### Water and Wastewater Pass Through Charge

This surcharge allows the utility to recover the cost of purchased water from third party suppliers.

### System Improvement Charge (SIC)

We invest millions of dollars each year into our infrastructure throughout Texas. The SIC allows a utility to begin recovering the costs of some of these investments. This charge is occasional and when it is applied it is a fixed rate for a set amount of time.

### Texas Commission of Environmental Quality

A monthly charge by the State of Texas of 1% of the total charges for water and sewer.





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# Understanding the Online Portal

## My Account

Access at: [account.mywater.us](https://account.mywater.us)

Optimize your experience with us!

✓ Manage your bill ✓ Set up alerts ✓ Monitor usage

MY ACCOUNT

Account Summary

Billing & Usage

Payments

Update My Info

Recommended Actions

Service Requests

Log Out



### Account information overview

View bills, analyze usage, and set up paperless billing

Make payments and set up auto pay

Update contact information and sign up for alerts

Tips on how to cut down on water usage

Contact us for a service visit

## TAKING A CLOSER LOOK



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### Account Summary

My Account / Account Summary

MY ACCOUNT

Account Summary

Billing & Usage

Payments

Update My Info

Recommended Actions

Service Requests

Log Out



#### Account Details

Customer Name M SMITH

Mailing Address 123 ANY ST / ANYTOWN LA 98754

Mobile Number (123) 555-6789

Email Address mcfswwc@gmail.com

Selected Account

1000038647 (123 ANY ST / ANYTOW...

Service Address

123 ANY ST / ANYTOWN LA 98754

#### Billing Summary

Past Due Amount (due date Jan 18, 2024) \$107.16

Current Amount \$0.00

Total Balance\* \$107.16

\*Your balance may include charges/credits posted since your last invoice.

[VIEW CURRENT BILL](#)

[MAKE A PAYMENT](#)

#### My Water Score

**Way To Go!**

Dec 31, 2024 - Jan 29, 2025

Way to go, WaterSaver!

You ranked in the top 20%.

#### Compare Your Usage

### Account Summary

This is the home page  
when you got into your  
online account.

You can see your account  
details, a quick glance at  
your usage, and quickly  
access services you may  
need.

# Billing & Usage

MY ACCOUNT

Account Summary

Billing & Usage

Billing & Usage History

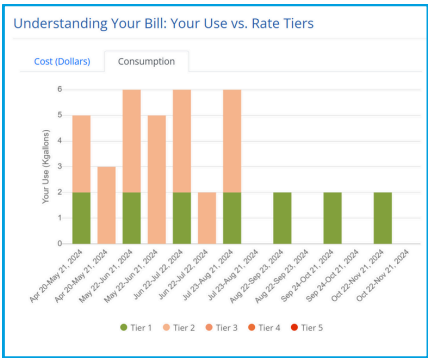
Billing

Paperless Billing

Compare Bills

Usage Analytics

Leaks



Within the “billing” menu option, you can see how your usage is calculated with the rate tier structure.

Go to the “usage analytics” menu option, to see your usage by days, weeks, or months.

You can also see a prediction on what’s driving your usage.



# Update My Info

MY ACCOUNT

Account Summary

Billing & Usage

Payments

Update My Info

My Contact Information

Profile Information

Household Usage Profile

Manage Notifications

Calculate your Household Usage Profile by answering questions about your habits.

Set alerts for leaks, high usage, bills over a set amount, or for unplanned usage.

Household Outdoor Indoor

How many people typically live in your home?  
If this changes regularly, choose the number of occupants that are in the home most of the time.  
1 2 3 4 5 6 7 8 9+

What is your home's lot size?  
We estimate that 10025 Bonazzi Blvd has a 0 sq. ft. lot. Is our estimate close? If not, please correct us below.

Do you have a yard?  
If you live in an apartment or a condo, you might not have a yard.  
☐ Yes ☐ No

How much of your front and back yard is hardscape?  
For example, your driveway, patio, or any paved or gravel-covered area.  
☐ 1-25% ☐ 26-50% ☐ 51-75% ☐ 76-100% ☐ Don't know

Notification Reminders	Email	Text Message
When online payments are made	<input type="checkbox"/>	<input type="checkbox"/>
Payment, or AutoPay, Reminder (5 days before original due date)	<input type="checkbox"/>	<input type="checkbox"/>
Water Education (Conservation, Tips)	<input type="checkbox"/>	<input type="checkbox"/>
Service Events (Outages, Quality)	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Selected Notifications will apply to the selected account 1000138835.

To enable text messaging, please set up your phone number to receive text messages on the Contact Information page.

	Email	Text Message
<b>Leak Alerts</b> You will be notified if we think you have a leak. If your property uses water continuously, tell us <a href="#">how much</a> .	<input type="checkbox"/>	<input type="checkbox"/>
<b>High Use Notifications</b> You will be notified when your daily use is over 2.5 times your normal seasonal use. *Typical Seasonal Use 167 GPD	<input type="checkbox"/>	<input type="checkbox"/>
<b>Bill Forecast Notifications</b> You will be notified if your use in the current period is on track to exceed \$50 more than your normal seasonal bill. We will only contact you a maximum of once per billing period.	<input type="checkbox"/>	<input type="checkbox"/>

\$ 50 more than your typical bill

# Recommended Actions

MY ACCOUNT

Account Summary

Billing & Usage

Payments

Update My Info

Recommended Actions

Recommended Actions

There are many actions you can implement around your property in order to save money and water! Browse our recommendations below, selected based on your Household Profile. You can also track which actions you've started, saved or completed and which are not for you.

Gallons Per Day (GPD)

Install High-Efficiency Toilets  
Read more

Savings up to: 21 GPD \$72.00/year

Install Faucet Aerators  
Read more

Savings up to: 14 GPD \$63.00/year

Choose low water-use plants  
Read more

Savings up to: 13 GPD \$46.00/year

Take a 5-Minute Shower  
Read more

Think Before You Flush  
Read more

Don't Waste Cold Water  
Read more

Get recommendations on how to reduce your water usage.



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# Water Quality Reports

Because delivering clean water is our business, we adhere to stringent water quality testing and monitoring requirements to ensure that every drop of the water delivered to your home or business meets state and federal health and safety standards.

We also conduct comprehensive yearly testing as required by the U.S. EPA and state legislation. These results are published in Water Quality Reports, also known as Consumer Confidence Reports.

The Water Quality Reports are available online at your utility's website. We will also include a link to the report whenever the latest report is available.

## Why are there Water Quality Reports?

Water Quality Reports are summaries of yearly testing done by EPA-certified laboratories. They inform the public about detected contaminants, their concentrations, and any potential health implications.

This testing helps us benchmark and monitor water quality changes over time, detect new contaminants, and keep our customers informed.

## What is in the Water Quality Reports?

Identifying the water source and water type

Definitions of the testing parameters and measuring units

Info from the U.S. EPA and your state's environmental quality organization

## When are the reports issued?

We don't wait for a report to test your water. We test your water daily at the treatment plants and at sample spots within the neighborhood. However, the previous year's Water Quality Report becomes available in the middle of the current year. This is because the process takes some time to complete.

1. A team of state-certified water quality professionals collects thousands of water samples a year from water supply sources that serve your home or business.
2. All samples are analyzed by state-certified laboratories to ensure that all quality and safety standards are met.
3. These laboratories report the water test samples to the Texas Commission on Environmental Quality.
4. The utility receives the results, and then a report of these water test results is prepared by the utility into a Water Quality Report.

### Important definitions to remember:

- **Maximum Contaminant Level:** This number tells you the highest level that the regulatory organization allows of that contaminant.
- **Range, Lowest and Highest, or Minimum and Maximum Levels:** It's identified differently in each state, but this number(s) tells you what your water tested as.
- **Ppb or ppm:** These are units of measurement which means 1 part per 1 billion (million) parts of the water. This essentially identifies how small the particle of the contaminant is in the water.





**Texas  
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# Tips for Managing Water Usage

## Tools We Offer

Online Portal: [account.mywater.us](https://account.mywater.us)

- See your daily, week, and monthly usage
- Set alerts for when your bill is over a set usage or cost amount
- Compare your usage with other months
- Calculate your water usage based on your habits to compare with your bill
- Read tips on how to reduce water usage

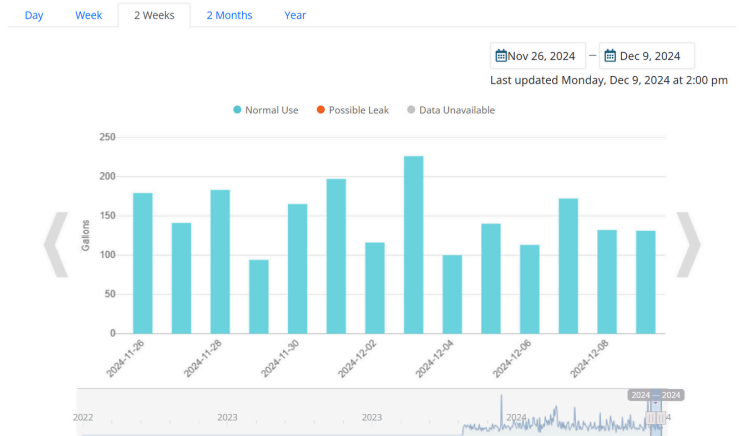
### Paper Bill

- See a monthly chart tracking your usage.

### How can we provide this information?

Advanced Metering Infrastructure (AMI) Meters transmit meter data wirelessly, helping customers conserve water and check for water leaks.

Usage Intervals



## Smart Irrigation



- Check the usage set on automated sprinkler settings, especially if you have new landscaping.
- Only water your landscaping when the sun is down.
- Grow native plants that are used to the amount of water your region receives.
- Use a rain barrel to capture water to use for your landscaping.
- Set lawn mower blades higher, as longer grass means less evaporation.

## Conserve Water at Home



- Check for leaks from your pipes, faucets, toilets, outside taps.
- Install water savings aerators on faucets.
- Use dishwashers and washing machines when they are full.
- Defrost frozen food in the refrigerator or microwave instead of running water.
- If washing dishes by hand, use two basins rather than letting the water run.

## Texas Drought Contingency Plan

Texas Water Utilities has developed a Drought Contingency Plan for its public drinking water systems to manage public water resources efficiently and to plan appropriate responses to emergency and drought conditions.

We provide updates on the current drought status of our local communities on our website.



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## Keep Your Sewer System Trouble-Free

### What Not to Flush

Protecting your wastewater system starts with knowing **what not to flush**. Your community's wastewater treatment plant is a biological treatment system, and not designed for garbage filtration, so the items listed below can have serious consequences to its operation. **Please reuse, recycle or dispose of everyday items according to local guidelines.**

### Don't Flush:



- Prescription Drugs
- Fats, Oils, and Greases (FOG)
- Household Garbage
- Other Bathroom Items
- Dangerous Chemicals
- Cleaning Products
- Plastics, Latex, and Rubber
- Medical Items

**Remember:** So-called "Flushable" wipes should **never** go down the drain! They only belong in the trash.

### Cross Connection & Backflow Prevention

#### Proper Way to Fill Up Your Pool



To avoid back flow, never submerge the hose into the pool when filling it up.

A **cross-connection** is an actual or potential connection between potable water and non-potable water or hazardous material (soapy water, pool water, pesticide, etc.), which can contaminate your drinking water if backflow occurs.

**Backflow** is an undesirable flow of water or other items back into the pipe, hose, or faucet rather than flowing to the intended point. If the water pressure in your house drops (this can be caused by nearby firefighting or water main break), it can cause the hose to suck water in. Anything that's connected to your hose (be it liquid, solid, or gas) can flow back ("backflow") into the distributing pipes and your drinking water supply.

Cross-connections can result in severe chemical or microbiological contamination events in drinking water systems and temporarily shut down a community's water supply. Avoid them by using your knowledge and common sense.





**Texas  
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# Investing in Our Communities

While much of the country's water and wastewater systems often go unnoticed, they deliver life-sustaining and public health support every single day. These systems are aging and need continuous investment to avoid crisis situations like we've seen in communities where investment needs are ignored.

## **You are a crucial part in our ability to create continuous improvement.**

Your bill payment supports the infrastructure for the entire water usage cycle. The rates go toward ongoing maintenance and customer service, helping us invest in and upgrading local water and wastewater systems. These investments are critical in supporting public health, protecting watersheds, and addressing future community needs. It is imperative to continuously invest in systems, many of which are aging, to avoid crisis situations like we've seen in communities where infrastructure needs are ignored. At Texas Water Utilities, we work hard to upgrade our local facilities and systems so our customers can trust the service we deliver now and in the future.

## How Infrastructure Works

### **Infrastructure is essential for each step of getting water in and out of your home.**

Infrastructure is all the components, from pipes to storage tanks, that allow us to provide the quality water and safely treated wastewater that our communities deserve.

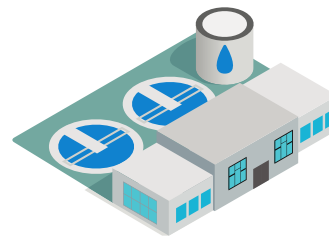
#### The Source



Water can be sourced from a surface water source (ex. lakes) or groundwater (ex. aquifers) and is pumped out from the source through wells and transported to the treatment plant.

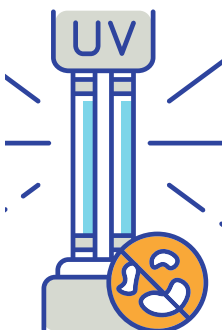
After the water is used for drinking water, becomes wastewater, and then is treated, the water is moved to a spout that returns the water back into the environment.

#### Treatment and Purification



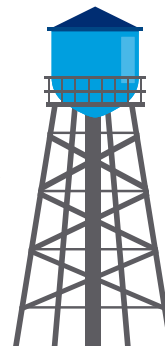
The infrastructure used for the treatment process can remove solid particles big and very small. Depending on the source, this process will utilize many components to go through each appropriate step of the treatment process. Once all the articles are removed, the water then goes through a purification process.

#### Filtration and Disinfection



After water is used in your home, the wastewater goes through a treatment plant to filter out solids like trash and waste. It then undergoes a disinfection process with high end technology to be safe to return back to the environment.

#### Distribution



Treated water is held in a storage tank and pumps maintain pressure to ensure a reliable flow of supply to your homes. For distribution, there are two major pipe systems: main and service lines. Main lines are crucial because they transport the water from the treatment plant to the start of the neighborhood. Service lines deliver the water from the main line, through the various streets, and then to your homes.