

CAPE CARANCAHUA



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WATER SUPPLY CORPORATION

- Quality on Tap! Our Commitment, Our Profession -

CAPE CARANCAHUA WATER SUPPLY CORPORATION

416 Carancahua Blvd., Palacios, Texas 77465

Website: <https://capecarancahuawatersupplycorporation.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 8am until 5pm.
- 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 15th of each month to avoid late fees. (\$30 late fee will be assessed after the 15th 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 \$150 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 \$150.00 to reconnect when you are ready. You will need to fill out a Request for Discontinuance of Service form on the website under Customer Service.
- 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).