

# Greetings from College Mound SUD

May 2017

## CareFlite

Beginning with your bill due August 1, 2017, you will have the option to participate in a group membership with CareFlite. CareFlite will be mailing a letter to you with more details by June 1, 2017. **Your CareFlite Membership will begin July 1, 2017.**

### Facts to know:

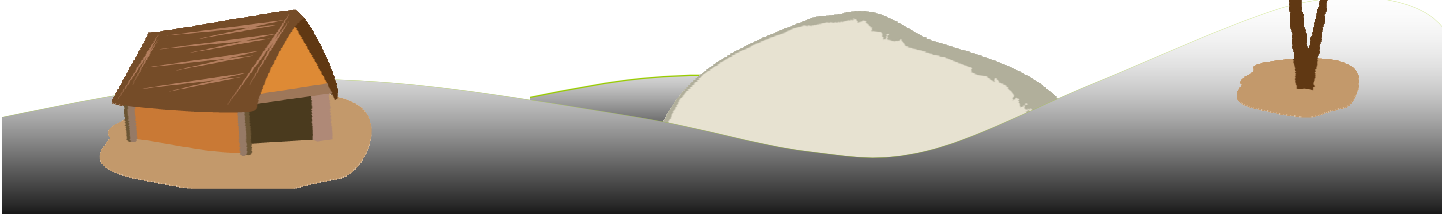
- Unless you **OPT OUT**, your water bill will automatically include \$1 each month for CareFlite ground and air service.
- \$1 each month covers everyone living in your household and children who are away for college.
- If you use CareFlite and you **HAVE** insurance, you **will not** be billed by CareFlite for their service.
- If you use CareFlite and you **DO NOT** have insurance, you will be billed for 50% of their normal costs.
- If you have **Medicare**, you are already 100% covered and you should opt out from monthly billing from CMSUD.
- If you do not pay your water bill by the 25th of the month, beginning the 1st day of the following month you will not have coverage from CareFlite until the 1st day of the following month after your water bill is paid in full.
- To OPT OUT of this service before it begins July 1st, please contact the office for an OPT OUT form prior to June 15, 2017.
- Businesses and RV Parks who are within our District will have the opportunity to provide coverage for their employees, even if they do not live within our District.
- RV Parks within our District will have the opportunity to provide coverage for each rental space in the RV Park.
- Once the membership begins, you can OPT OUT at any time.



*People helping People*

### Important Dates:

- June 15th** OPT OUT deadline
- July 1st** CareFlite Coverage Begins
- July 15th** VFD OPT IN deadline for August 10th billing
- August 10th** First Bill with \$1 for CareFlite



## Volunteer Fire Department Donations

Beginning with your August 10th bill, you have the option to have an automatic VFD donation included on your monthly bills.

### Facts to Know:

- You must complete a form and submit it to our office prior to July 15th to **OPT IN** to this billing option and be included on your August 10th bill.
- You can **OPT IN** or **OPT OUT** of this billing option prior to the 15th of the month prior to the month you wish to begin or stop your donation.
- You have the option to choose College Mound VFD or Elmo VFD.
- All of your donations will be given to the FVD of your choice each month.
- Your donations to the FVD are used by each FVD to keep their volunteer people trained and keep updated equipment for their safety. They also use donations to upgrade their firetrucks and obtain other equipment to help save your family's lives. If the time should ever occur, you will want them to have the most protection, training, and equipment to help your family in their time of need.
- For additional information please call CMVFD or EVFD



*Life is all about Family*



## Payment Options:

There are several ways available for you to make your water bill payment.

- On-Line [www.collegemoundwater.com](http://www.collegemoundwater.com) You can make a one-time payment or set up your account for reoccurring payments using a credit or debit card. **Multiple account payment for one fee is now available.**

If you use the automated system for reoccurring payments, PLEASE remember we can not discontinue payments for you. If your card information changes or you discontinue your service with College Mound SUD, you will need to remember to deactivate your account.

- Credit/Debit card payments via phone (972) 210-3619 This is an automated service available for use twenty-four/seven.
- Check via mail: Mail your payments to College Mound SUD 12731 FM 429—Terrell, TX 75161
- In person: Payments can be made at our office Monday—Friday, 8:30am to 5:00 pm
- Night Drop: The Drop Box is available for check or money order payments twenty-four/seven

**Payments are due by the 10th of each month to avoid a \$15 penalty. Accounts not paid in full by the 24th of each month are subject to termination of service and an additional fee of \$100 for termination of service.**

**If payment is made on-line or via phone after 8:30am on the 25th of the month, you must call the office to ensure it is received and your service is not terminated.** Once the payments are pulled first thing in the morning, we are unable to constantly check the system for on-line payments and your service could be terminated by accident.

## Protect your drinking water

A cross-connection on your service line can contaminate your drinking water. Common cross-connections are:

- A watering device left submerged in water, (swimming pool, hot tub, watering trough, mud puddle, pond/tank, dishwasher, etc...)
- Improperly installed toilet valve assembly, (must have anti-syphon valve assembly and the filler hose can not be submerged in the water to fill your toilet).
- Connection to a well/pond/tank and your service line.
- Leaving a chemical hose-end watering device attached to your water hose after you have finished treating your lawn/garden, etc...

**TCEQ has classified all irrigation systems as a health hazard and require an RPZ be installed between the irrigation system and the service line. The RPZ must be tested upon installation and annually thereafter by a licensed PBAT Inspector. The testing results must be submitted to the water purveyor after each test and be kept on file for inspection by TCEQ.**

College Mound SUD has licensed PBAT Inspectors to compete the required testing. The testing fee is \$125 per backflow device.

## FAQ:

*Q Can I fill my swimming pool?*

A Yes, we are not under any water restrictions at this time.

*Q Can I wash my vehicle?*

A Yes

*Q When can I water my lawn and garden?*

A Although we do not currently have any watering restrictions, we ask you to conserve water by watering during the times of the day when it's cooler to lessen evaporation. 6pm to 10am are the coolest times of the day.

*Q Are soaker hoses allowed to water my foundation?*

A Yes, soaker hoses are a good way to keep your foundation from drying out in the hot summer months.

*Q Can I put a mobile home on my property for my parents?*

A Yes, however; TCEQ requires one 5/8" residential meter per residence or business, therefore either a second meter will need to be installed or a larger meter for master metering. The office can give additional details on this matter.

*Q I had a leak on my service line and now I have a very large bill, can I get an adjustment on my bill?*

A If the leak was caused by an act of Mother Nature and it occurred on your service line, we have a leak adjustment policy. The usage must be greater than three times the last twelve-months average usage. The leak must be repaired within a reasonable amount of time and verified by CMSUD personnel. Our leak adjustment policy can be found in our District Service Policy, Section E(25)

*Q Why is my bill so high?*

A There are several reasons why a water bill can be higher than normal. First, keep in mind we read meters on the 15th of each month and it is mailed to you on or about the 25th of each and due on the 10th of the following month. When trying to remember if someone left a water hose running, keep this in mind. The second thing that is typical is a running toilet or dripping faucet. A toilet that hangs and runs continuously can increase a water bill over \$100 in a month's time. These are the most common reasons. The other thing we recommend is checking the leak indicator on the meter to see if a leak is detected.

Messages and notifications are sent out via our FaceBook page and via email. Please LIKE US on FaceBook <https://www.facebook.com/CollegeMoundSpecialUtilityDistrict/> and/or sign up for email notifications on our web site at [www.collegemoundwater.com](http://www.collegemoundwater.com) - The link is at the bottom of the page. You will receive an email from the site and ***you will need to reply*** to it as accepting to be added to the email list.