



EL OSO WATER SUPPLY CORPORATION

4098 South Hwy 181
Kenedy, TX 78119
830-583-3543
Fax: 830-583-3550
www.elosowater.com

PAYMENT POLICY

INFORMATION

- 1) El Oso WSC's bills are mailed out on or around the 25th of each month. El Oso WSC is NOT responsible for mail service. If you have not received your bill in a timely manner, please call the El Oso WSC Office.
- 2) Payment is due on the date indicated on the bill statement. If payment is not received by the indicated due date, a 10% late payment fee will be applied to the account. This late payment penalty shall not be applied to any balance to which the penalty was applied in a previous billing but shall be applied to any unpaid balance during the current billing period.
- 3) Past Due Notices are mailed out on the next business day following the 15th of each month, allowing additional days to make a payment. Payment must be in the El Oso WSC Office by the date and time indicated on the Past Due Notice to avoid a meter lockout. El Oso WSC is NOT responsible for mail service. If you have not received your bill in a timely manner, please call the El Oso WSC Office.
- 4) If payment is not received in the El Oso WSC Office by the date and time indicated on the Past Due Notice, a \$50.00 Fee is applied to your account and the meter will be locked.
- 5) If a meter is locked for two consecutive months, without a payment, the meter will be pulled for non-payment. To reestablish the account, the Member must complete new paperwork and pay the current membership fee, the current reconnect fee (\$250.00), and any debt owned on the account.
- 6) All water registered on the meter must be paid for by the Member. There is a monthly base fee and a State Regulatory Fee of 0.5%, subject to change at the discretion of the Board of Directors, for zero usage. Please find current usage rate on our website at <https://www.elosowsc.com/rates-and-policies>
- 7) There is a \$50.00 return payment fee on all returned payments. Any payment returned by the bank or other similar institution as insufficient or non-negotiable for any reason, the account shall be assessed a returned payment fee.
- 8) In the event you sell your property, you MUST notify El Oso WSC in a timely manner, sign the necessary forms to transfer the meter to the new owner. El Oso WSC Office will get the final meter reading once all paperwork and payment is received from new owner. All current and outstanding charges MUST be paid before the meter can be transferred to the new owner.
- 9) If your property is a rental, you are the Owner/Member and are responsible for payment of the water bill. The account is required to be in the landowner's name; although you may request in writing that the bill be mailed to the renter by completing the Alternate Billing Agreement found at https://www.elosowsc.com/documents/277/Alternate_Billing_Authorization__Member_.pdf
- 10) If your property is rented, El Oso WSC can NOT charge the Renter a water deposit. Owner/Members are responsible for any debt on their accounts.
- 11) Proof of Ownership is required to be in the El Oso WSC within 30 days of acknowledgement. Proof of ownership must be provided by a copy of the Deed, Deed of Trust, etc. The document must be Recorded and have the volume and page number at the top. If Proof of Ownership is not received in the El Oso WSC Office withing 30 days, El Oso WSC has my permission to obtain the Proof of Ownership and bill my account \$25.00.

I have read, understand and will abide by the Payment Policy as set out above.

Member Signature

Date

Member Signature

Date

*This institution is an Equal Opportunity Provider
Esta institución es un proveedor de servicios con igualdad de oportunidades.*