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NEWSLETTER

February 2024

Construction:

Plant:

Since the plant bid out, construction costs have increased 200%. The original bids were considerably higher than the engineering cost estimates. As a result, we are looking at additional funding (without a rate increase) for the new plant and possible options for additional water supplies from other utilities.

Water Tower:

Land has been acquired for the south 200,000-gallon water tower. Since automating the Walnut Creek flow control valve, we have noticed quite a decrease in water pressure in the City of Lake Bridgeport along FM 1658/Main Street, during irrigation. In order to correct the situation, the water tower must be constructed.

Existing funds from TWDB will be used for the tower as to prevent a rate increase.

Water Leaks:

Please report water leaks. The leak could be ours, or it could be a customer leak.

Customer Valve:

Please be sure you have a valve on your side of the meter and be sure the valve works. Most valves need to be opened and closed at least annually to prevent locking up.

Meter Boxes:

Be sure you can find your meter box. Since the automated meter reading system is in place, we do not open the boxes monthly. This can lead to excessive time for the customer to find the box, especially in case of a water leak. If WWSUD has to make a trip out to turn off the water, there can be a trip fee charge. During periods of extreme cold, we run behind shutting off customer's water by request. There could be a delay getting to your meter, which will result in additional water loss.

Multiple Connections:

West Wise SUD will send individual letters to affected customers with potentially more than one residence connected to a single meter. By WWSUD policy definition; no more the one residence or business can be connected to a single meter.

Irrigation Systems:

All customers with irrigation systems should have a back-flow preventer installed as required by State law. All backflow preventers are required to be tested annually and pass or must be repaired or replaced. The requirement is due to the possibility of contaminated water back-flowing into your house, or your neighbor's house.

Español información:

En el sitio web de West Wise SUD, verá un cuadro en la parte inferior derecha de la pantalla. Haga clic en el cuadro y se abrirá un menú de idioma. Seleccione la preferencia de idioma para la traducción.

West Wise SUD Meetings:

The Board of Directors meet at 6:00 p.m. on the third Monday of each month. Meetings are held at the District office, 3412 FM 2952 Bridgeport, Texas, unless otherwise noted on current month Agenda. If you would like to address the Board, please contact the office with your request, no later than 12:00 p.m., on the Monday prior to the Board meeting.

Alerts:

Customers can sign up for alerts through our website at www.westwisesud.com. Alerts, include but are not limited to, scheduled waterline maintenance, office closures, board meeting agendas, etc.

Billing:

Water bills are mailed out on the 1st of each month and are due by 5:00 p.m. on the 15th. Late notices are sent out on the 16th allowing approximately 10 additional days for payment. Payment must be received before the current disconnect date on the current Final Notice. Note: Customers can contact the office to get billing information.

Payment Options:

For qualified customers – we offer late fee waivers for customers 60 and over, and deferred payment agreements.

Current payment options include:

Cash – Check – Debit/Credit Card – Bank Draft – Banking Online Bill Pay

NEW ADDITIONAL OPTIONS and ONLINE FEATURES: AVAILABLE MARCH 1ST 2024

West Wise Special Utility District, partnered with Nexbillpay [a trusted third-party automated payment service], will launch an online payment system to provide customers with more payment options and online features. This option will be effective March 1, 2024. Nexbillpay charges a small service fee to cover payment handling and all processing charges. The service fee [fee schedule listed below] will be calculated and disclosed to customers prior to processing payments. **The fee schedule will be incorporated to all payments excluding check or cash, made in office.**

Customer Payment Portal

- Secure Account Login
- Viewable account balance and usage history
- View Transaction History
- Email / Text Notification Enrollment
- E-Bill Enrollment

Auto Pay

- Easy Sign-Up
- Stored Payment Options
- Upcoming payment notification
- Secure Payment Storage Options

Text 2 Pay

No Internet? No Computer? No Problem!
Nexbillpay offers utility customers the ability to pay their bill with a simple text.
SMS-capable

Interactive Voice Response (IVR)

Paying your bill by phone has never been easier! After the first successful Payment, the system remembers the customer’s device information to be used for the next time they call in.

Service Fee Schedule – Includes ALL payments via – Web – Phone – Text – Office

<u>Payment Type</u>	<u>Payment Amount</u>	<u>Service Fee</u>
eCheck	\$000.01 - \$5,000.00	\$2.00
Credit/Debit Card	\$000.01 - \$ 200.00	\$2.50
Credit/Debit Card	\$200.01 - \$5,000.00	\$2.75%