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**QUARTERLY  
NEWSLETTER**

**NOVEMBER 2023**



# Cash SUD Excited to Add New Options for Our Customers

October has been a very busy month. Most of our customers are aware by now that Cash SUD upgraded to a new billing software. We are striving to make improvements for our customers & staff. Our new software enables us to answer several requests from our customers.

First, our customers who choose to pay online each month by credit card will now be able to save that credit card information. There is also an option to pay with your saved credit card information automatically on the due date each month. On our new payment page, you will see two options in blue text at the top of the 1st box:

- Those who wish to sign up for this service, can click on “New Users: Click Here to Register” to register and save your information.
- After registering, you will click on “Registered Users: Click Here to Log In” in order to pay or check your information.

The one-time pay option is always available in the second box.

Second, quite a few of our customers have requested we offer electronic check payments. Cash SUD now accepts electronic checks paid via our website, [www.cashwater.org](http://www.cashwater.org).

Third, our monthly water bills will now be mailed from a closer facility; we believe this will help many of our customers receive their bills in a much more timely manner.

There is still more to come! Please watch your quarterly newsletters, alerts from the Cash SUD website, [www.caswater.org](http://www.caswater.org), and the Cash SUD Facebook page for more information as we roll out further information on upcoming options available soon...

# What Is A Utility Account ID & Utility Account PIN?

Utility Account Information

Utility Account Id:  -       Utility Account PIN:

Your **UTILITY ACCOUNT ID** is just simply your previous Cash SUD account number with a dash and a zero added at the end. FOR EXAMPLE: If your previous Cash SUD account number was 009999, then it is now 9999 - 0.

Your **UTILITY ACCOUNT PIN** is a new number that has been assigned to your Cash SUD account. These numbers will be present on all future bills. If you cannot find it, you can call the office; we will be happy to give you your new PIN.

## **Steps to Make a One-Time Payment Online:**

1. Log In:
  - 1st field - you will need to enter your original account number (without any leading zeros).
  - 2nd field after the dash - you will enter a single zero.
  - 3rd field - you will enter your new PIN number.
2. When you click Enter, you will see your information at the top of the page.
3. In the large bottom box, you will see the option to Make a Payment in red text; click the text to make payment.
4. The Utility Payment box will open to select your form of payment and the amount to pay.
5. You will click Continue and follow the instructions from there to complete your transaction.

This payment website will only allow one payment per day in order to keep customers from double paying their bill, which has been a problem for several customers in the past. So, please be sure to make the full payment or plan to make an additional payment the following day. If you choose to make an additional payment another day, be sure to allow enough time to make both payments before the due date.



**Cash SUD Pay By Phone Number  
Has Changed to  
1-833-998-4763  
Effective Immediately**

# Cash SUD New Employee Spotlight



**Kendall Covarrubias** has been working in the Cash SUD office for almost six (6) months. Kendall handles all accounts payable and payroll responsibilities for the District as well as serving on our customer service team. Kendall has been a wonderful addition to our team. She is a quick learner and works well with customers and our team.

Kendall told us this position appealed to her because it gave her the opportunity to help serve her local community while gaining new customer service and financial responsibilities.

She is continually learning more and more about the big picture of water production. She told us, "In everyday life, we don't give having water a second thought, but there is a lot that goes into providing our customers with water."

We asked Kendall to tell us what she sees as the most important issues facing rural water systems today and in the future. She replied that she believes rural water systems like ours will be challenged to meet the rising demands for water as communities grow at such a fast pace. System processes have to be maintained and increased in order to meet higher demands. All

this has to be done while working to keep the business financially stable yet keep costs affordable for our customers.

On a personal note, Kendall enjoys spending time with her family & her sweet puppies. She shared, "I look forward to being here at Cash SUD and serving our community for many years to come!" We are so happy to have Kendall as the newest member of our office staff. She has already been a wonderful addition to the Cash SUD Customer Service Team. Welcome to the team, Kendall! We are so glad you're here!

## **NOW IS A GOOD TIME TO PREPARE YOUR HOME FOR WINTER IN TEXAS**

- 1. Inspect your heating/AC system**
- 2. Flush & insulate your water heater**
- 3. Check the seal on exterior wood**
- 4. Do quick energy audit & check for air leaks**
- 5. Insulate hot water pipes**
- 6. Make sure your safety detectors are working**
- 7. Clean your chimney**
- 8. Clean out your gutters**
- 9. Prepare your outdoor water pipes**
- 10. Clear dead trees & branches**

### **Did You Know That You Can Change Your PIN?**

Each current PIN has been randomly assigned to each account when we changed the billing software. If you would like this to be a number that is easier for you to remember, you can actually call our office and request that we change that PIN for you. The new PIN will not become active until the following day, so do not call the office to change your PIN if you plan on making a payment that day. The new PIN would also be present on all future bills after the change is made.

# Rate Change Effective January 2024

Each newsletter this year has addressed the fact that Cash SUD (the District) service area is experiencing exponential growth, and as a result, the District must continue to not only maintain current infrastructure but also to build and add infrastructure to properly serve our growing customer base. Five to ten year projections show that Cash SUD will need to basically double the current infrastructure in order to provide for future water capacity demands. To prevent sudden reactionary rate jumps, the District conducted a rate increase study to research what would be required to provide for that infrastructure growth while planning for the District's current and future financial needs.

The Board of Directors has made a commitment to meet the growing needs of our customers and serve all our customers to the best of our ability while maintaining the District's financial stability, so they adopted a policy in 2009 to set aside revenue from water sales each month to reduce the amount borrowed for necessary future construction to maintain and increase infrastructure.

As many of you have seen in your every day lives, costs have remained high and even continue to grow. The cost of basic necessities have increased as well as the cost of supplies, gas and even the cost of water the District purchases, treats, and supplies to your homes and businesses. The Board of Directors has approved a budget that will meet current needs, provide for necessary construction, and keep the District financially stable. That budget includes the following increase:

	<u>2023</u>	<u>2024</u>
<b>Base Rate</b>	\$ 34.25	\$ 37.09
<b>Water Usage</b>		
0 - 5,000 gal	\$ 4.40	\$ 4.72
5,001 - 10,000 gal	4.95	4.72
10,001 - 15,000 gal	\$ 5.50	\$ 5.90
15,001 - 20,000 gal	6.50	5.90
20,001 - 25,000 gal	\$ 7.25	\$ 7.38
25,001 - 50,000 gal	8.00	7.38
50,000+ gal	\$ 8.00	\$ 9.22

Below, you will see a breakdown of the rate increase according to how many gallons used:

<u>Gallons</u>	<u>Current Rate</u>	<u>2024 Rate</u>
1,000	\$ 38.65	\$ 41.81
2,000	43.05	46.53
3,000	47.45	51.25
4,000	51.85	55.97
5,000	56.25	60.69
10,000	81.00	84.29
15,000	108.50	113.79

*As you can see, the rate increase this year will only cause about a \$4.00 increase to your monthly water bill.*

This rate change will go into affect on the January 2024 water bills for December 2023 usage.