

**TOWN OF COMBES WATERWORKS DEPARTMENT  
P.O. BOX 280/21626 HAND ROAD  
COMBES, TEXAS 78535  
PHONE (956) 423-2714/425-7131  
FAX (956) 412-6795**

**IMPORTANT NOTICE:**

**OFFICE HOURS: MONDAY-FRIDAY 8:00 A.M. - 5:00 P.M. (EXCLUDING HOLIDAYS)**

**REQUIREMENTS FOR WATER TO BE TURNED ON/OFF:**

- WRITTEN REQUEST REQUIRED
- MUST BE GIVEN AT LEAST 3 BUSINESS DAYS PRIOR TO THE DATE BEING REQUESTED TO BE TURNED ON/OFF

**ADDRESS CHANGE:**

- WRITTEN NOTICE REQUIRED

**MINIMUM FEE:**

- ALL ACTIVE ACCOUNTS ON ANY DAY OF THE BILLING CYCLE WITH 0-3,000 GALLONS OF USAGE, A MINIMUM MONTHLY FEE WILL BE CHARGED

**LATE CHARGES/PENALTY CHARGES:**

- TO AVOID LATE CHARGES ON CURRENT BILL, FULL PAYMENTS MUST BE IN THIS OFFICE BY 5:00 P.M. ON THE 10<sup>TH</sup>. **NO EXCEPTIONS WILL BE MADE**
- DO NOT MAKE PAYMENT IN THE NIGHT DROP ON THE 10<sup>TH</sup>. PAYMENTS PLACED IN NIGHT DROP WILL BE POSTED THE NEXT BUSINESS DAY, WHICH WILL RESULT IN A LATE CHARGE**

**BILLING POLICY:**

- RETURN STUB FOR PROPER CREDIT
- ACCOUNTS ARE DUE THE 10<sup>TH</sup> OF MONTH

**FAILURE TO RECEIVE THE BILL DOES NOT WAIVE THE CUSTOMER RESPONSIBILITY FOR TIMELY PAYMENTS**

**FEES: (SUBJECT TO CHANGE WITHOUT NOTICE)**

- RECONNECT - \$15.00 AFTER HOURS \$ 40.00
- NSF CHECK - \$ 30.00
- CREDIT/DEBIT CARDS - \$3 PER \$100

**DISCONNECTED FOR NON-PAYMENT:**

- PAYMENTS NOT RECEIVED BY 5:00 P.M. ON 25<sup>TH</sup>, OF THE MONTH WILL RESULT IN INTERRUPTION OF SERVICES DUE TO NON-PAYMENT THE NEXT BUSINESS DAY. **NO EXCEPTIONS WILL BE MADE.**
- IF DISCONNECTED, A RECONNECT FEE AND PAST DUE BALANCE MUST BE PAID IN FULL TO GET SERVICES RE-INSTATED

**PAYMENTS ACCEPTED:**

- U.S. POSTAL MAIL SERVICE, PHONE WITH DEBIT/CREDIT CARD AND/OR **NIGHT DROP (PAYMENTS MADE IN NIGHT DROP WILL BE POSTED THE NEXT BUSINESS DAY)**

**PAYMENT FEE STRUCTURE:**

- CASH/CHECK/MONEY ORDER-FREE
- DEBIT/CREDIT CARD- \$3 PER \$100

**TYPES OF CREDIT/DEBIT CARDS ACCEPTED:**

- VISA, MASTER CARD AND DISCOVER

**METER LOCKS:**

IT IS A VIOLATION OF TEXAS LAW TO CUT METER LOCKS OR OTHERWISE TAMPER WITH METERS. VIOLATORS WILL BE PROSECUTED.

QUESTIONS REGARDING YOUR BILL, PLEASE CONTACT OUR OFFICE BETWEEN 8:00 A.M. – 5:00 P.M.  
MONDAY - FRIDAY. (EXCLUDING HOLIDAYS)

THIS INSTITUTION IS AN EQUAL OPPORTUNITY PROVIDER

