Texas Water Utilities℠

Welcome to Texas Water Utilities



Eric Sabolsice
President, Texas Water Utilities

"On behalf of the entire Texas Water Utilities team, we would like to welcome you as a new customer.

We are committed to providing safe, reliable drinking water and effectively treating wastewater to return it to the environment. Our customers are the most important part of our business, and we work tirelessly to ensure your satisfaction.

Thank you for the opportunity to provide service."

This welcome packet contains information to help you manage your utility services.

My Account

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Contact Us

866-654-7992
Monday - Friday
8 a.m. to 4:30 p.m.

TXWaterUtilities.com

account.mywater.us

NEW SERVICE CHECKLIST

Set Up Service and Account

Visit **account.mywater.us** and click "Start Service" to set up water/wastewater or gas service. This is how you will get your account number.

Set Up Your Online Portal Account

Visit **account.mywater.us** and next to "Need a profile?" click on Sign up. You will need your account number.

Sign Up for Paperless Billing and Service Alerts

Make your account more efficient! Within the portal under the "Billing & Usage" menu options, click on "Paperless Billing with Email Notification." Then to receive email or text alerts about service events, payment reminders, leaks, and high usage, under the menu option "Update My Info" click on "Manage Notifications." Select how you would like to receive notifications.

Check for Potential High Usage

When you move into a new home, you may be unaware of settings for your irrigation or pool. For example, if you have new grass and plants, your sprinkler settings may run more often than you would like and can drive up your water usage.

Check for Leaks

Walk through your home and check toilets and faucets for leaks. Then, walk around the perimeter of your home to check for any leaks. It's important to repair leaks before they spike up your usage. If you end up having a leak, give us a call to check your usage and provide any assistance.

Visit the Water 101 section of our website for more conservation tips.

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Customer Service & Billing

Ways to Pay: Online

To manage your utility bills and payments, we recommend using our **My Account** online self-service customer portal. With My Account, you can easily manage most billing and other requests yourself.

From the self-service online portal you can:

- View your bill and usage
- Pay with digital wallet, debit card, bank account, credit card, or indicate cash payment
- Set up auto pay
- See previous payment amounts and date paid
- See your total amount due and due date

You'll also be able to:

- Have paperless billing enabled
- Start / Stop and Transfer utility services
- Set up and modify notification preferences
- Contact Customer Service

Scan to Visit My Account Portal



Visit **account.mywater.us** to register and log in. Have your 10-digit Account Number (from your bill), service zip code, and email address available when registering.

Please note, we are not affiliated with any third-party online bill payment services. These services usually charge additional fees, and do not guarantee payments will reach us on time. This may result in late fees or disconnection of services.

Sign up for Paperless Billing

If you're already viewing your bill online, sign up for paperless billing to stop receiving a bill in the mail.

Ways to Pay: Phone

Call **(866) 654-7992** and select Option 2 to make a payment.

Over the phone you can:

- Check your account balance
- Get confirmation of your last payment made
- Pay your bill anytime, anywhere using credit or debit cards
- Set up recurring payments on your credit/debit card

Ways to Pay: Mail

Please mail the detachable portion of your bill with your payment by money order or check. Please reference the payee details and your 10-digit Account Number as information to include on your payment.

Mail payments to: **PO Box 36988**
Hoover, AL 35236-6988

Ways to Pay: In Person

There are many ways to pay in person with debit, credit, or cash. Visit your local 7-Eleven, Kroger, Walgreens, CVS, Winn-Dixie, Family Dollar, Love's, Meijer, Speedway, ACE Cash Express, and Walmart. To pay in person at Walmart, visit the Money Center or Customer Service Desk. For the other retailers listed, within My Account under "make a payment," click on "cash" to receive a payment barcode. Bring the payment barcode to the local retailer you selected, and the cashier will scan it when you check out to complete your payment.

For detailed info on our payment options, visit our website at

TXWaterUtilities.com

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About Your Service

Crucial information to help you understand how water service works.

Locate Your Water Service Line



As a water customer in Texas, you are responsible for the service lines and plumbing starting from the meter to inside your home, we the water utility are responsible for everything up to that meter.

Water meters and curb stop valves can help you locate where water service lines enter your property. If present, they're typically located at the front of the property near the street or sidewalk, in ground level boxes marked "water" or "meter."

We recommend that you stay alert of water leaks to identify the source location to have it repaired immediately.

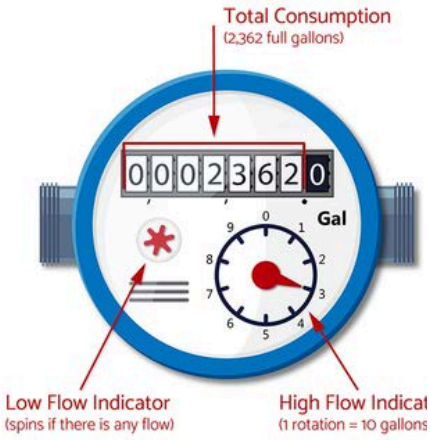
How to Read Your Water Meter

The location and appearance of residential water meters varies, but they're all similar in their function.

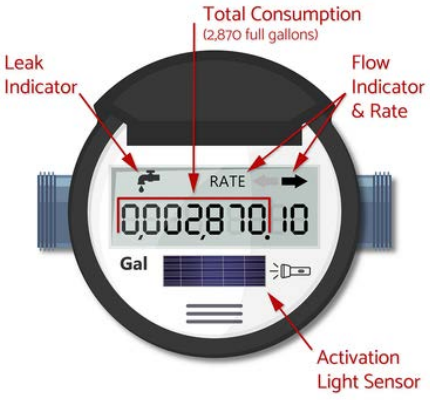
Your water meter is a simple and reliable instrument that measure the volume of water (in gallons) that has passed from the public watermain to your home or business.

It allows us to accurately charge individual users for their water use. Meters measure all water flow, so they can be used to detect even the smallest leaks in your plumbing – to help you conserve water and save money.

Analog Meters



Digital Meters

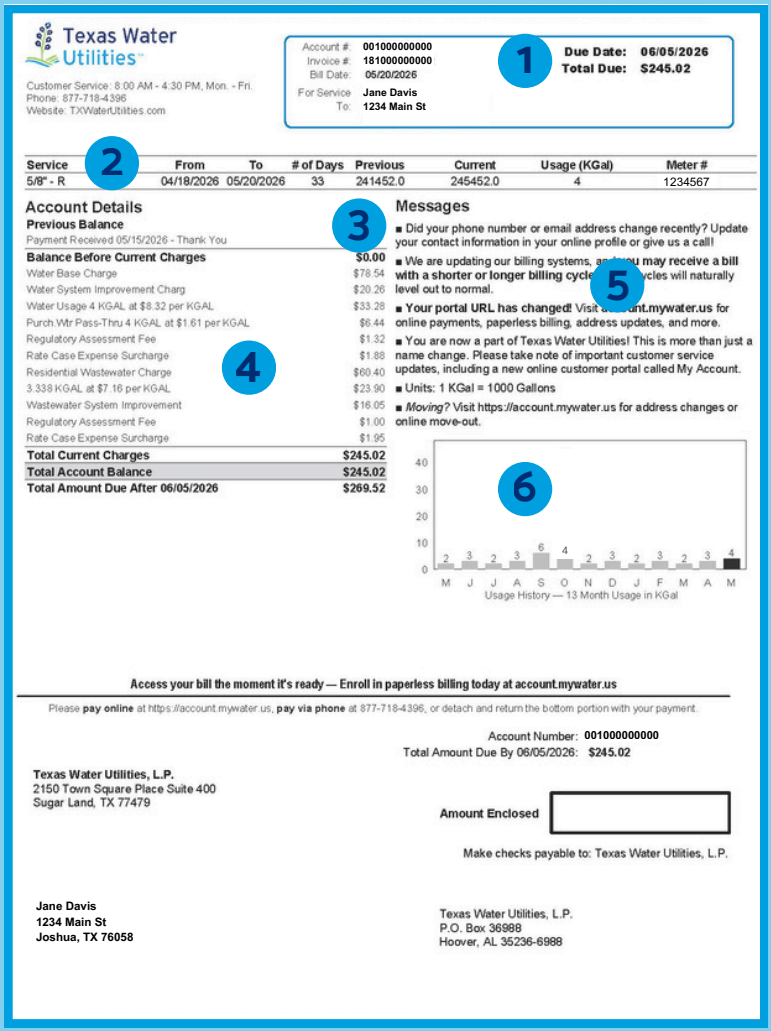


Be Aware and Protect Yourself from Utility Scams

Our employees wear branded items, and our trucks are marked with our logo. Any service our employees conduct will be completed outside the home, for example at the meter or an outside tap. If we need to enter a customer's home, we require an appointment to allow entry and won't come to the property demanding access inside.

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Understanding Your Bill



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Customer Service: 8:00 AM - 4:30 PM, Mon. - Fri.
Phone: 877-718-4396
Website: TXWaterUtilities.com

Account #: 001000000000
Invoice #: 181000000000
Bill Date: 05/20/2026
For Service To: Jane Davis, 1234 Main St

1 Due Date: 06/05/2026
Total Due: $245.02

Service	From	To	# of Days	Previous	Current	Usage (KGal)	Meter #
5/8" - R	04/18/2026	05/20/2026	33	241452.0	245452.0	4	1234567

2

Account Details

Previous Balance	
Payment Received 05/15/2026 - Thank You	
Balance Before Current Charges	$0.00
Water Base Charge	$78.54
Water System Improvement Charg	$20.26
Water Usage 4 KGAL at $8.32 per KGAL	$33.28
Purch Wtr Pass-Thru 4 KGAL at $1.61 per KGAL	$6.44
Regulatory Assessment Fee	$1.32
Rate Case Expense Surcharge	$1.88
Residential Wastewater Charge	$60.40
3.338 KGAL at $7.16 per KGAL	$23.90
Wastewater System Improvement	$16.05
Regulatory Assessment Fee	$1.00
Rate Case Expense Surcharge	$1.95
Total Current Charges	$245.02
Total Account Balance	$245.02
Total Amount Due After 06/05/2026	$269.52

3

4

Messages

- Did your phone number or email address change recently? Update your contact information in your online profile or give us a call!
- We are updating our billing systems, and you may receive a bill with a shorter or longer billing cycle. Billing cycles will naturally level out to normal.
- Your portal URL has changed! Visit account.mywater.us for online payments, paperless billing, address updates, and more.
- You are now a part of Texas Water Utilities! This is more than just a name change. Please take note of important customer service updates, including a new online customer portal called My Account.
- Units: 1 KGal = 1000 Gallons
- *Moving?* Visit https://account.mywater.us for address changes or online move-out.

5

6

Usage History — 13 Month Usage in KGal

Access your bill the moment it's ready — Enroll in paperless billing today at account.mywater.us

Please **pay online** at https://account.mywater.us, **pay via phone** at 877-718-4396, or detach and return the bottom portion with your payment.

Account Number: 001000000000
Total Amount Due By 06/05/2026: $245.02

Texas Water Utilities, L.P.
2150 Town Square Place Suite 400
Sugar Land, TX 77479

Amount Enclosed

Make checks payable to: Texas Water Utilities, L.P.

Jane Davis
1234 Main St
Joshua, TX 76058

Texas Water Utilities, L.P.
P.O. Box 36988
Hoover, AL 35236-6988

1. Account Information: You'll need your account number to set up a portal account or when you call us. The "billing date" is when the invoice was generated, and the "total amount due by" is when your payment is due before it is considered late.

2. Meter Overview: The "rate type" refers to your meter size. "Meter read dates" represent the time period for this bill. The "meter reading" displays information used to calculate your usage. The "usage KGAL" represents the number of 1,000 gallons of water used. We do not charge for fractions of 1,000 gallons. The "meter number" is the ID number we use for the meter.

3. Previous Bill Summary: This is where you can see information about your previous bill amount and any remaining balance you owe.

4. Current Billing and Other Basic Charges: Each charge that makes up your bill is itemized in this section. A water or sewer base is the set rate for reliable service. The water and sewer usage is based on your usage. For more on sewer usage, see the winter averaging section below. You can also read about the other additional charges below.

5. Message Center: Each month we post important information in this section, so be sure to check it out.

6. Water Usage History: This chart shows how much water usage you've used in the past 12 months.

Back of the Bill: Very important messages about drought restrictions, rate changes, and infrastructure are frequently featured on the back of the bill or in additional pages.

RATES EXPLAINED

What makes up a base rate?

The monthly water and/or sewer base rate on your bill is designed to recover the fixed costs of providing water service to your home or business. This includes the cost of maintaining the supply, security, technology, treatment, distribution, service facilities, and customer service.

Winter Averaging

Your monthly sewer usage is determined by your average water usage during winter months (typically December, January and February). If you have a leak during this period, please contact us to see how we can help.

Water and Wastewater Pass Through Charge

This surcharge allows the utility to recover the cost of purchased water from third party suppliers.

System Improvement Charge (SIC)

We invest millions of dollars each year into our infrastructure throughout Texas. The SIC allows a utility to begin recovering the costs of some of these investments. This charge is occasional and when it is applied it is a fixed rate for a set amount of time.

Texas Commission of Environmental Quality

A monthly charge by the State of Texas of 1% of the total charges for water and sewer.

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Getting Started with My Account

To manage your utility bills and payments, we recommend using **My Account**, our online self-service portal. Sign up for My Account today! The information below will help you get started.

Create a My Account Profile

From a computer or mobile web browser, visit My Account at account.mywater.us to set up your customer profile.

- Click "Need a profile? Sign Up."
- You will need to have ready:
  - 10-digit Account Number (found on your bill)
  - Service Address Zip Code (5 digits only)
- Complete the form on the next page and click "Submit."
- If you have difficulties signing up, contact Customer Service at **(866) 654-7992**

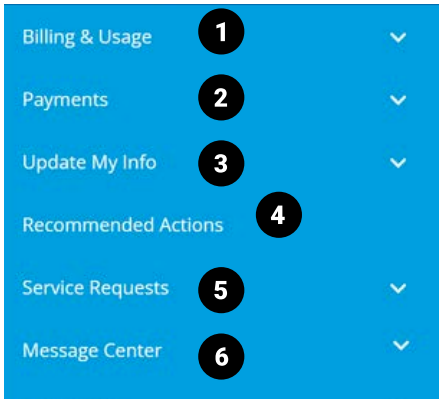


Navigating the My Account Portal

After setting up your My Account profile, use your User ID and password to log in. From the homepage, the side navigation bar will connect you to convenient tools to manage your utility account.



Click to Access Tools to Manage Your Account



Account Summary is your homepage. From this page, you can view your account details and current bill, make a payment, or compare your usage.

✓ Manage your bill ✓ Set up alerts ✓ Monitor usage

1. Billing & Usage History, Paperless Billing, Understand Your Bill, Compare Bills. Click "Usage Analytics" to view your water consumption data.

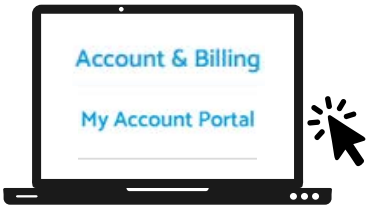
2. Make a Payment, Set Up Automatic Payments, Add a Payment Method, View Payment Options, Schedule a Payment.

3. Update Contact Information, Add Profile Information, Create a Household Usage Profile, Manage Notifications, Set Up Leak and High Usage Alerts.

4. Browse Water Conservation Recommendations Based on Usage.

5. Submit a Request to Start Service, Transfer Service or Disconnect Service.

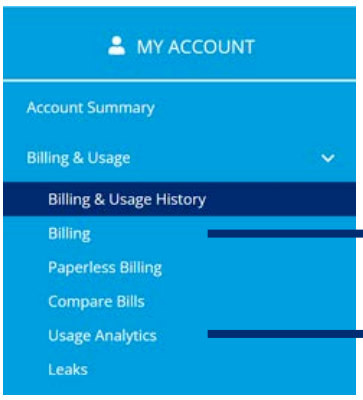
6. Message Customer Service, View Your Message Inbox and Sent Items.

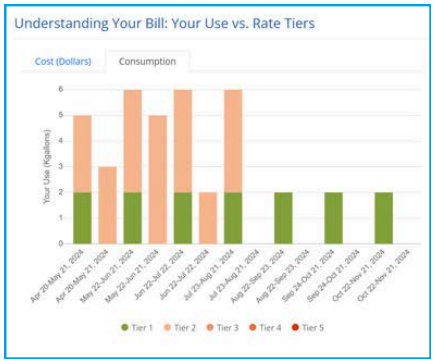


Need Help?

Find step-by-step videos on our website at **TXWaterUtilities.com**! From the navigation bar, click **My Account Portal** under **Account & Billing**.

Billing & Usage





Within the “billing” menu option, you can see how your usage is calculated with the rate tier structure.

Go to the “usage analytics” menu option, to see your usage by days, weeks, or months.

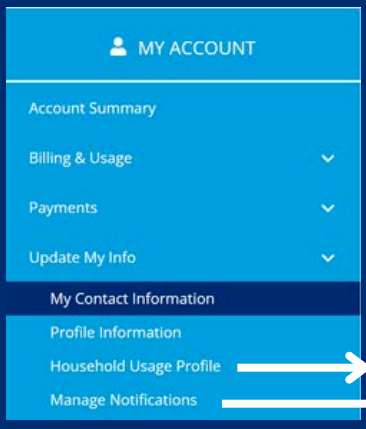
You can also see a prediction on what’s driving your usage.

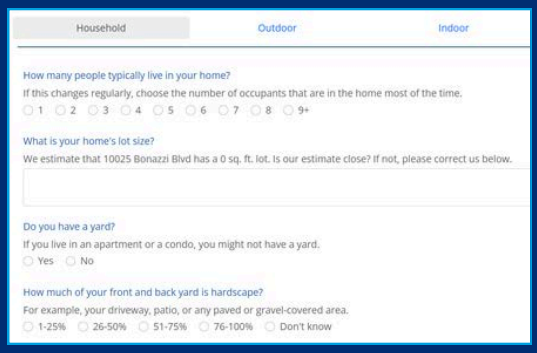


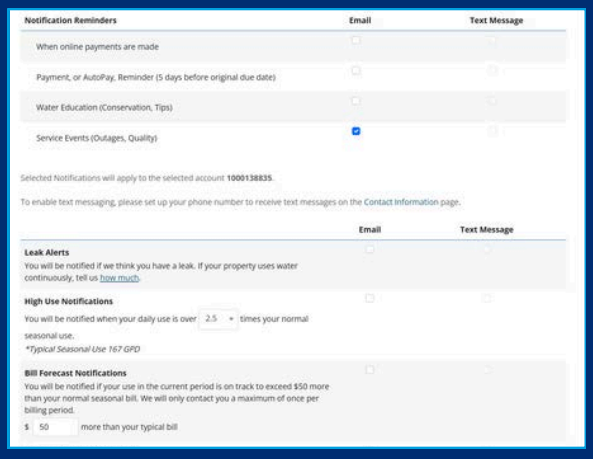
Update My Info

Calculate your Household Usage Profile by answering questions about your habits.

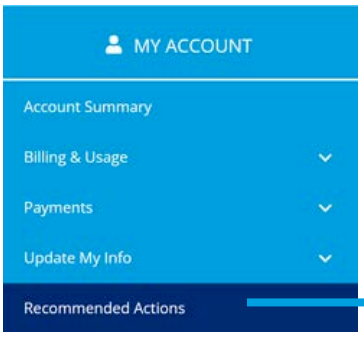
Set alerts for leaks, high usage, bills over a set amount, or for unplanned usage.

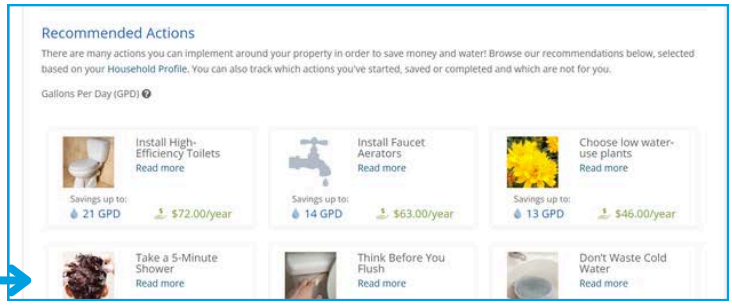






Recommended Actions





Get recommendations on how to reduce your water usage.



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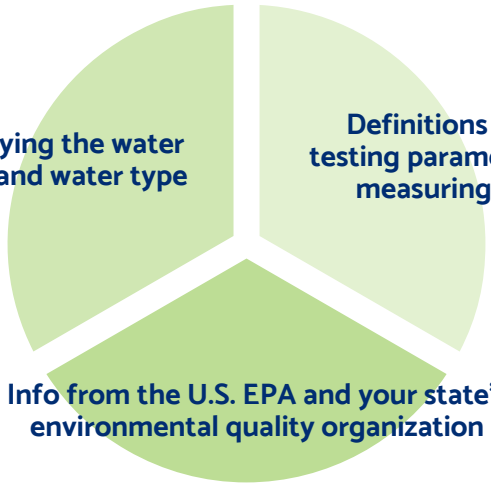
Water Quality Reports

Why are there Water Quality Reports?

Water Quality Reports are summaries of yearly testing done by EPA-certified laboratories. They inform the public about detected contaminants, their concentrations, and any potential health implications.

This testing helps us benchmark and monitor water quality changes over time, detect new contaminants, and keep our customers informed.

What is in the Water Quality Reports?



When are the reports issued?

We don't wait for a report to test your water. We test your water daily at the treatment plants and at sample spots within the neighborhood. However, the previous year's Water Quality Report becomes available in the middle of the current year. This is because the process takes some time to complete.

1. A team of state-certified water quality professionals collects thousands of water samples a year from water supply sources that serve your home or business.

2. All samples are analyzed by state-certified laboratories to ensure that all quality and safety standards are met.

3. These laboratories report the water test samples to the Texas Commission on Environmental Quality.

4. The utility receives the results, and then a report of these water test results is prepared by the utility into a Water Quality Report.

Important definitions to remember:

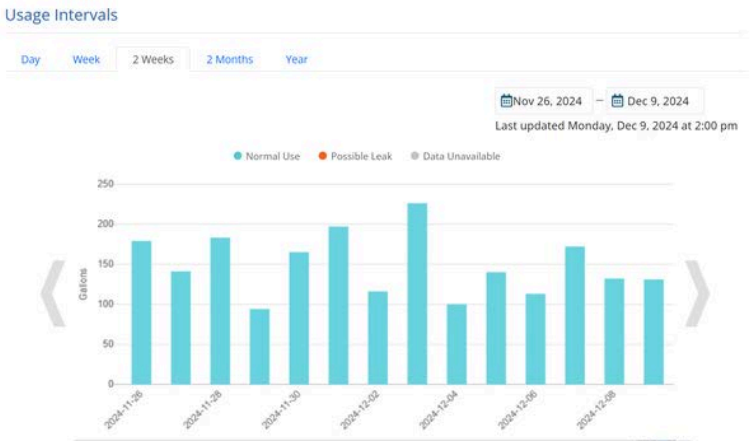
- **Maximum Contaminant Level:** This number tells you the highest level that the regulatory organization allows of that contaminant.
- **Range, Lowest and Highest, or Minimum and Maximum Levels:** It's identified differently in each state, but this number(s) tells you what your water tested as.
- **Ppb or ppm:** These are units of measurement which means 1 part per 1 billion (million) parts of the water. This essentially identifies how small the particle of the contaminant is in the water.

Read Your Water Quality Report on our website.

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Tips for Managing Water Usage

Tools We Offer



Online Portal: account.mywater.us

- See your regular usage
- Set alerts for when your bill is over a set usage or cost amount
- Compare your usage with other months
- Calculate your water usage based on your habits to compare with your bill
- Read tips on how to reduce water usage

Paper Bill

- See a monthly chart tracking your usage.

Water Conservation Measures

Indoors

- Regularly check for leaks from your pipes, faucets, and toilets.
- Install water saving aerators on faucets.
- Use dishwashers and washing machines only when they are full.
- If washing dishes by hand, use two basins rather than letting the water run.
- Don't let the faucet run unnecessarily.
- Install low-flow showerheads.

Outdoors

- Choose drought-tolerant native plants for your landscape and garden.
- Water only in the early morning or evening.
- Apply mulch to help retain soil moisture.
- Do not water when it's windy or rainy.
- Routinely check your hoses, spigots and sprinkler heads for leaks.
- Be aware of current drought restrictions in effect for your area and follow watering rules.

Be a Leak Detective!



Leaks are often easy to fix, requiring only a few tools and hardware that can pay for themselves in water savings. Common types of leaks found in the home are worn toilet flappers, dripping faucets, and other leaking valves.

Visit the **EPA website** for a step-by-step guide to finding and fixing water leaks.

Go to: www.epa.gov/watersense

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Keep Your Sewer System Trouble-Free

What Not to Flush

Protecting your wastewater system starts with knowing **what not to flush.** Your community's wastewater treatment plant is a biological treatment system, and not designed for garbage filtration, so the items listed below can have serious consequences to its operation. **Please reuse, recycle or dispose of everyday items according to local guidelines.**

Don't Flush:

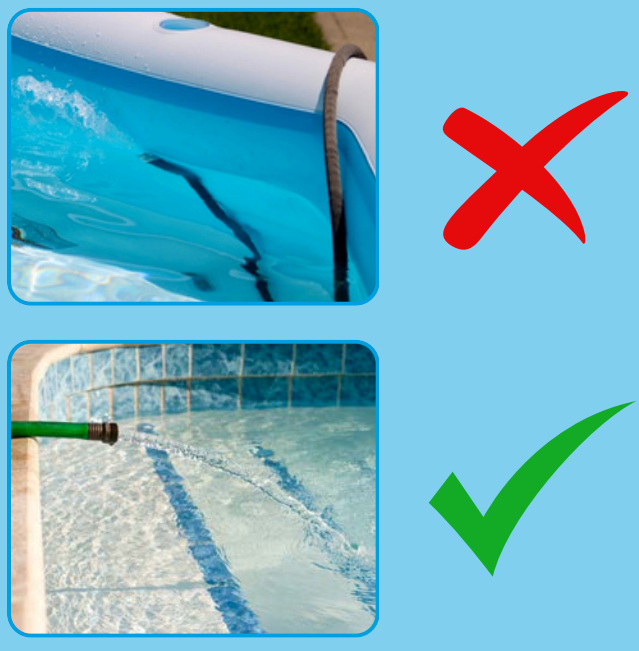


- Prescription Drugs
- Fats, Oils, and Greases (FOG)
- Household Garbage
- Other Bathroom Items
- Dangerous Chemicals
- Cleaning Products
- Plastics, Latex, and Rubber
- Medical Items

Remember: So-called "Flushable" wipes should **never** go down the drain! They only belong in the trash.

Cross Connection & Backflow Prevention

Proper Way to Fill Up Your Pool



To avoid back flow, never submerge the hose into the pool when filling it up.

A **cross-connection** is an actual or potential connection between potable water and non-potable water or hazardous material (soapy water, pool water, pesticide, etc.), which can contaminate your drinking water if backflow occurs.

Backflow is an undesirable flow of water or other items back into the pipe, hose, or faucet rather than flowing to the intended point. If the water pressure in your house drops (this can be caused by nearby firefighting or water main break), it can cause the hose to suck water in. Anything that's connected to your hose (be it liquid, solid, or gas) can flow back ("backflow") into the distributing pipes and your drinking water supply.

Cross-connections can result in severe chemical or microbiological contamination events in drinking water systems and temporarily shut down a community's water supply. Avoid them by using your knowledge and common sense.

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Investing in Our Communities

While much of the country's water and wastewater systems often go unnoticed, they deliver life-sustaining and public health support every single day. These systems are aging and need continuous investment to avoid crisis situations like we've seen in communities where investment needs are ignored.

You are a crucial part in our ability to create continuous improvement.
Your bill payment supports the infrastructure for the entire water usage cycle. The rates go toward ongoing maintenance and customer service, helping us invest in and upgrading local water and wastewater systems. These investments are critical in supporting public health, protecting watersheds, and addressing future community needs. It is imperative to continuously invest in systems, many of which are aging, to avoid crisis situations like we've seen in communities where infrastructure needs are ignored. At Texas Water Utilities, we work hard to upgrade our local facilities and systems so our customers can trust the service we deliver now and in the future.

How Infrastructure Works

Infrastructure is essential for each step of getting water in and out of your home.
Infrastructure is all the components, from pipes to storage tanks, that allow us to provide the quality water and safely treated wastewater that our communities deserve.

The Source



Water can be sourced from a surface water source (ex. lakes) or groundwater (ex. aquifers) and is pumped out from the source through wells and transported to the treatment plant.

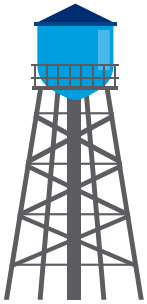
After the water is used for drinking water, becomes wastewater, and then is treated, the water is moved to a spout that returns the water back into the environment.

Treatment and Purification



The infrastructure used for the treatment process can remove solid particles big and very small. Depending on the source, this process will utilize many components to go through each appropriate step of the treatment process. Once all the articles are removed, the water then goes through a purification process.

Distribution



Treated water is held in a storage tank and pumps maintain pressure to ensure a reliable flow of supply to your homes. For distribution, there are two major pipe systems: main and service lines. Main lines are crucial because they transport the water from the treatment plant to the start of the neighborhood. Service lines deliver the water from the main line, through the various streets, and then to your homes.

Filtration and Disinfection



After water is used in your home, the wastewater goes through a treatment plant to filter out solids like trash and waste. It then undergoes a disinfection process with high end technology to be safe to return back to the environment.