

WELLBORN SUD



Residential Utility Service

Office Address:
6784 Victoria Ave.
College Station, Texas 77845

Mailing Address:
P. O. Box 250
Wellborn, Texas 77881

Website:
www.wellbornsud.com

Phone:
(979) 690-9799

Utility Rates and Service Fees:

New Residential Customer Standard Service Application Fees:

Deposit Fee \$ 100.00

Impact Fee for ¾" meter if paid on or before the close of business on:

January 16, 2019 – 2020 Amount of collected New Impact Fee: \$ 4,649.00

January 15, 2020 – 2021 Amount of collected New Impact Fee: \$ 5,923.00

Meter Installation Fee - This cost varies and is determined by water line size in your area. Cost cannot be determined until location of meter is established.

If a road bore is needed to service your water meter, an additional charge for the road bore will be applied.

Water Rates:

At the January 17, 2023 meeting, the Board of Directors adopted new water rates, which will become effective **March 1st, 2023**.

Residential Rate

\$37.50	0 Gallons
\$4.40 per 1,000 Gallons	1-2,000 Gallons
\$4.80 per 1,000 Gallons	2,001-10,000 Gallons
\$5.30 per 1,000 Gallons	10,001-20,000 Gallons
\$6.10 per 1,000 Gallons	20,001-30,000 Gallons
\$7.00 per 1,000 Gallons	30,001-40,000 Gallons
\$8.10 per 1,000 Gallons	40,001- 50,000 Gallons
\$9.30 per 1,000 Gallons	50,001- 90,000 Gallons
\$14.00 per 1,000 Gallon	90,001 +

Commercial Rate

Base rate depends on meter size	0 Gallons
\$4.40 per 1,000 Gallons	1-2,000 Gallons
\$4.80 per 1,000 Gallons	2001-10,000 Gallons
\$5.30 per 1,000 Gallons	10,001-20,000 Gallons
\$6.10 per 1,000 Gallons	20,001-30,000 Gallons
\$7.00 per 1,000 Gallons	30,001-40,000 Gallons
\$7.70 per 1,000 Gallons	40,001-50,000 Gallons
\$7.70 per 1,000 Gallons	50,001-90,000 Gallons
\$7.70 per 1,000 Gallons	90,000 +

- You will receive a monthly minimum bill every month regardless of if you use water or not.
- A mandatory State Assessment fee is charged to each water bill.
- A Brazos Valley Groundwater Conservation District fee is charged to each water bill.

Payment of Water Bill:

- You may pay your bill either by mail, in person at our office or at our website www.wellbornsud.com
 - There is a night deposit located at our office for your convenience to drop off payments after regular working hours.
 - Payment can be made by check, Visa, MasterCard, Discover, money order, cashier check or cash.
 - We do not accept post-dated checks.
 - Upon your authorization, we will draft your bank account for the amount of your billing each month. You will still receive a copy of your bill for your records, and on your due date we will send the draft to the bank. Please call the office if you are interested in paying by bank draft.
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Service Fees:

- Return Check Fee \$25.00
- Lock Up Fee \$50.00 After 5:00 PM - \$100.00
- Meter Testing Fee \$100.00
- Real Estate Inspection Fee \$100.00
- Data Log Charge: \$ 50.00 (2nd request)
- Service Trip Fee: \$ 80.00

Meter Test Fee: The District shall test a Customer's meter upon written request of the Customer. A meter testing fee of \$100 will be charged when customer requests a meter test and the meter is found to be within Industry tolerances (AWWA)

Service Trip Fee: The District shall charge a trip fee of \$80.00 for any service call or trip to a customer's tap as a result of a request by the customer or tenant, unless the service call concerns damage to District or customer equipment or facilities.

Meter Relocation Fee: The fee for moving a meter from one location to another shall be the actual costs Incurred by the District plus administrative charges. Upon removal of the existing meter, the district shall remove the existing service tap.

Real Estate Inspection Fee: In order to perform inspections of properties for sale, service can be restored for a 7 hour period from 9:00 a.m. to 4:00 p.m. on normal business days, Monday through Friday, for a charge of \$100.00 a two day advanced notice is required.

Data log charge: Customer is allowed 1 data log at no cost per fiscal year. Customer will be charged \$50 for each additional customer requested data log.

Contact Us:

Office Hours: 8:00 a.m. to 12:00 p.m. - 1:00 p.m. to 5:00 p.m. Monday - Friday.
(Please note we are closed for lunch from 12-1).

Payments: Payments may be made either by mail, in person at our office or at our website www.wellbornsud.com
There is a night deposit box located at our office for your convenience to drop off your payment after regular working hours.

Phone Numbers:

- Main line: (979) 690-9799
 - Fax line: (979) 690-1260
 - Emergency: (979) 690-9799 (Rolls over after business hours)
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Mailing Address:

Wellborn Special Utility District
P. O. Box 250
Wellborn, Texas 77881

Physical Address:

- 6784 Victoria Ave.
College Station, Texas 77845
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Website:

www.wellbornsud.com

Frequently Asked Questions:

- ***How long does it take to get my utility service connected?***

Generally, utility service can be connected within two weeks after all required application forms are completed and returned to the office and applicable fees have been paid.

- ***What is the utility billing period?***

Bills are prepared from readings taken every month. (Approximate period is 25-36 days)

- ***What is the due date for the payment of my water bill?***

For all Wellborn SUD (Zone1) bills the due date is the last working day of the month, for all previously Brushy (Zone 2) and OSR (Zone #3) are due on the 15th. Payments must be received in the utility office on or before 5:00 p.m. of the due date.

- ***Is there a penalty for late payment?***

Yes. Past due bills are charged a late fee which cannot be waived or relieved. This fee is 10% of the net billing.

- ***Will my meter be read each month?***

Yes. The meter is read monthly. Estimated readings are made only if access to the meter is unavailable. (Locked gate, dogs, etc.)

- ***Can I read my meter myself?***

Not for billing purposes. You can read the meter if you would like to check the reading for your own information.

- ***Who pays for water lost in a water leak?***

If the leak is on the customer's side of the meter, the customer is responsible. If the leak is on the Water District's side, the water lost will not be registered by the meter.

- ***What do I do if I am experiencing low pressure?***

First, check your meter and surrounding area for possible leaks. Second, call our office (690-9799) and report low pressure for your area.

- ***Why is my water milky in color?***

A repair could have been completed recently allowing air to enter the line causing the milky look.

Note: If you have any other questions, please feel free to call our main office at the number listed on the contact page.