

January 1, 2016

**IMPORTANT NOTICE TO ALL CUSTOMERS OF
CENTRAL WATER CONTROL & IMPROVEMENT DISTRICT**

5307 US HWY 69 N, POLLOK, TX 75969 936-853-2354

Water bills will continue to be mailed on the last working day of each month as always. Since mail delivery by the USPS is increasingly inconsistent and unreliable, and we have no way of knowing if or when your bill will be delivered;

FROM THIS DATE ON, IN THE EVENT THAT YOU DO NOT RECEIVE YOUR BILL, YOU WILL BE RESPONSIBLE TO CALL 936-853-2354 OR COME BY THE OFFICE FOR YOUR BALANCE THAT IS DUE BY THE 10TH OF EACH MONTH. FEEL FREE TO CALL OR COME BY ON OR AFTER THE FIRST WORKING DAY OF THE MONTH. YOU MAY ALSO VISIT OUR WEBSITE: www.centralwatercontrol.com and click the green "Bill Payment" button to view your balance. You must register with your account number and the name EXACTLY as it appears on your bill, in all caps, to access your balance, but you do not have to pay online. You may also call the Customer Service Help Line for online billing: 1-866-917-7368 to get your balance.

As we all live at such a fast pace these days, we suggest you make a reminder note on your calendar each month to ensure that you pay your water bill on time if you wish to avoid a late fee. **LATE FEES WILL NOT BE WAIVED BECAUSE YOU DID NOT RECEIVE YOUR BILL.**

We are updating our records. Please complete and return the information below:

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NAME: _____

PHYSICAL ADDRESS: _____

(OF SERVICE) _____

HOME PHONE: _____ **CELL :** _____

WORK: _____ **EMAIL:** _____