

## Welcome to Corix Utilities Texas



**Eric Sabolsice**

President, Corix Utilities Texas

“ On behalf of the entire Corix Utilities Texas 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. ”

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

### My Account



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# CORIX<sup>®</sup>

## Utilities Texas

### Contact Us



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



[www.corixtexas.com](http://www.corixtexas.com)



[account.myutility.us](http://account.myutility.us)

# NEW SERVICE CHECKLIST



## Set Up Service and Account

Visit [account.myutility.us](http://account.myutility.us) and click "Service Turn On/Off." Select "Start Service." and follow the prompts to create your account with us. Within your first month of service, you'll receive a Welcome e-mail with your account number.



## Set Up Your Online Portal Account

Visit [account.myutility.us](http://account.myutility.us) and click "Register." You will need your account number - this can be found on your bill and Welcome e-mail. If you need assistance registering for the online portal or finding your account number, please contact Customer Service.



## Sign Up for Paperless Billing and Service Alerts

Simplify your billing experience! Set up Paperless Billing by logging into My Utility Account or by contacting Customer Service. We also encourage customers to set notifications for alerts related to their utility services. Log into My Utility Account to update your notification preferences at any time.



## 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.

## 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:

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

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.

## Scan to Visit **My Account** Portal



## 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 **(877) 718-4396** 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 with a VISA or MasterCard logo.
- Set up recurring payments on your credit/debit card

## Ways to Pay: Mail

Please attach the lower, detachable portion of your bill with mailed payments. Use the payee details in the Payment Remittance section to complete your check or money order, and write your 10-digit Account Number on the front. Do not send cash by mail.

Mail payments to: **PO Box 70723**  
**Philadelphia, PA 19176-0723**

## Ways to Pay: In Person

There are many ways to pay in person with debit, credit, or cash. Visit your local Walmart, 7-Eleven, Kroger, Walgreens, CVS, Winn-Dixie, Family Dollar, Love's, Meijer, Giant Eagle, Speedway, and ACE Cash Express. 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.

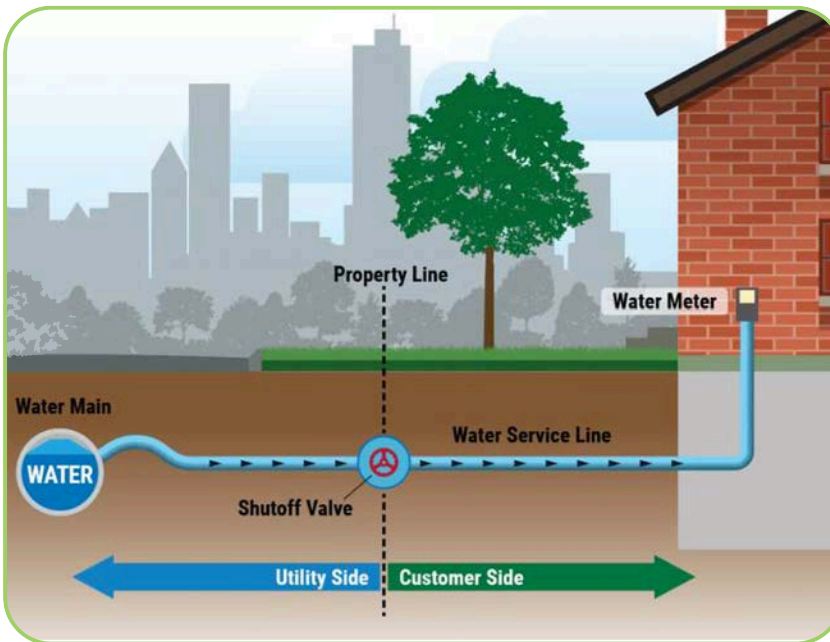
For payments made at third-party locations like grocery stores and retailers, it may take 24 hours for the payment to post to your account. Also, some retailers may require a minimum payment amount. You can view payments and account information in the My Account customer portal.



# About Your Service

There is some crucial information we want you to know to better understand how water service works.

## Locate Your Water Service Line



As any water customer in the United States, you are responsible for the service lines and plumbing starting from the meter to inside your home. This means we recommend to stay alert of water leaks to identify the source location to have it repair immediately.

Water meters and curb stop valves can help you locate where water service lines enter your home. 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".

Our responsibility is from the meter to the service lines and all the way to proper management of the water source.

It's important we all do our part in maintaining service lines to ensure consistent service and reduce the amount of clean water leaked.

## How to Read Your Water Meter

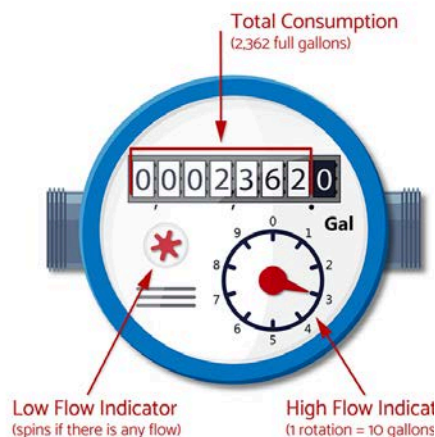
The location and appearance of residential water meters varies, but they're all similar in their function.

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.

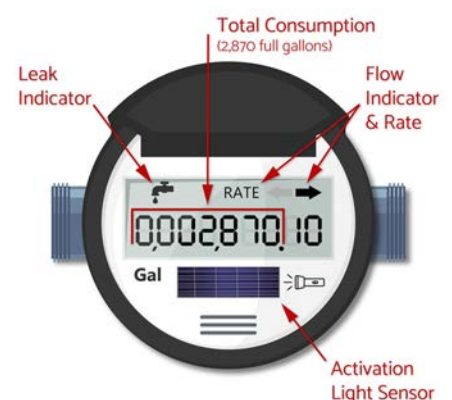
It allows us to accurately charge individual users for their water use. Meters measure all water flow, so they can be used to detect even the smallest leaks in your plumbing – to help you conserve water and save money.

Digital "smart" meters transmit meter data wirelessly, so utility personnel don't need to come to your property.

### 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.

# Understanding Your Bill

1

Account Number: 1234567890

Name: CUSTOMER NAME

Phone: (555) 555-5555

Service Address: 123 EXAMPLE ADDRESS

Bill Date: 12/19/2024

Due Date: 1/06/2025

Please Pay: **\$285.61**

**CORIX Utilities**

Customer Service: (877) 718-4396

Billing: (877) 718-4396

Collections: (877) 718-4396

www.corixtexas.com

2

**Meter Information**

Badge Nbr	Service Type	Start Read Date	Start Read	End Read Date	End Read	Total Usage	Days in Cycle	Avg Daily Use	Constant
XXXXXX	Water	11/18/2024	369749	12/18/2024	378201	8,452 GAL	30	281.73 GAL	1

4

**Activity Since Last Bill**

Previous Balance \$305.56

Payments received as of 12/19/2024 -\$305.56

Balance as of 12/19/2024 \$0.00

**Residential Water Service**

Water Base Charge	\$196.35
First 5,000 gallons at \$8.32 per 1,000 gallons up to 5,000 gallons	\$41.60
Next 3,452 gallons at \$11.64 per 1,000 gallons up to 15,000 gallons	\$40.18
Rate Case Expense Charge	\$4.70
Regulatory Assessment Fee	\$2.78
Total Residential Water Service	\$285.61

**Current Charges**

**Total Due Amount** **\$285.61**

3

**Billing History**

5

**Consumption History**

**Message Center**

Customers paying by check: processing changes from USPS are causing extended First Class mail delivery times and your bill payment may now take longer to post to your account. View your account and sign up for auto bill pay at <https://www.myutility.us/>

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**CORIX Utilities**

PO Box 160609

Allamorente Springs, FL 32716-0609

Account Number: 1234567890

Due Date: 01/06/2025

Please Pay: **\$285.61**

Amount Paid

CUSTOMER NAME

CUSTOMER ADDRESS

Corix Utilities Texas

PO BOX 660753

DALLAS TX 75266-0753

☐ Address correction requested on back

**1. Account Information:** You'll need your account number to register for the My Utility Account online portal or when you call us for assistance. The "Bill Date" is when the invoice was generated, and the "Due Date" is when your payment is due before it is considered late.

**2. Meter Information:** "Badge number" refers to the ID number we use for your meter. Your "Start Read Date" and "End Read Date" info represents the time period for this bill. The "Start Read" and "End Read" data is used to calculate your usage. "Total Usage" is your total water usage for this bill period in GAL. "Avg Daily Use" represents your average usage each day for this time period.

**3. Billing and Consumption History:** The first graph shows 12 months of your billing history. The second graph shows 12 months of your water usage in GAL. These graphs are intended to help you compare your usage and spending across a yearly timeframe.

**4. Bill Details:** "Activity Since Last Bill" is where you can see information about your previous bill amount and any remaining balance you owe. Under "Residential Water Service", each charge that makes up your bill is itemized. A water and sewer base is the set rate for reliable service. The water and sewer usage is based on your usage. You can also read about the other additional charges below. "Current Charges" includes the total amount from both sections, "Total Amount Due" is the amount you must pay by the due date.

**5. Message Center:** This section of your bill is used to communicate timely and important messages. Please be sure to check it out!

**6. Bill Stub:** The bill stub is located at the bottom of your bill statement. If you're paying by mail, tear off this section and return it with your payment in the envelope provided.

## RATES EXPLAINED

### What makes up a base charge?

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. Current rates are set at an "increasing block rate" where the unit price of each succeeding block of usage is charged at a higher unit rate than the previous block(s). This is common in urban areas and areas with a limited water supply.

### Additional Charges and Fees

The "rate case expense surcharge" helps pay for the utility's rate setting process. The "regulatory assessment fee" helps the utility pay for costs associated with maintaining regulatory compliance with clean water statutes.

### System Improvement Charge (SIC)

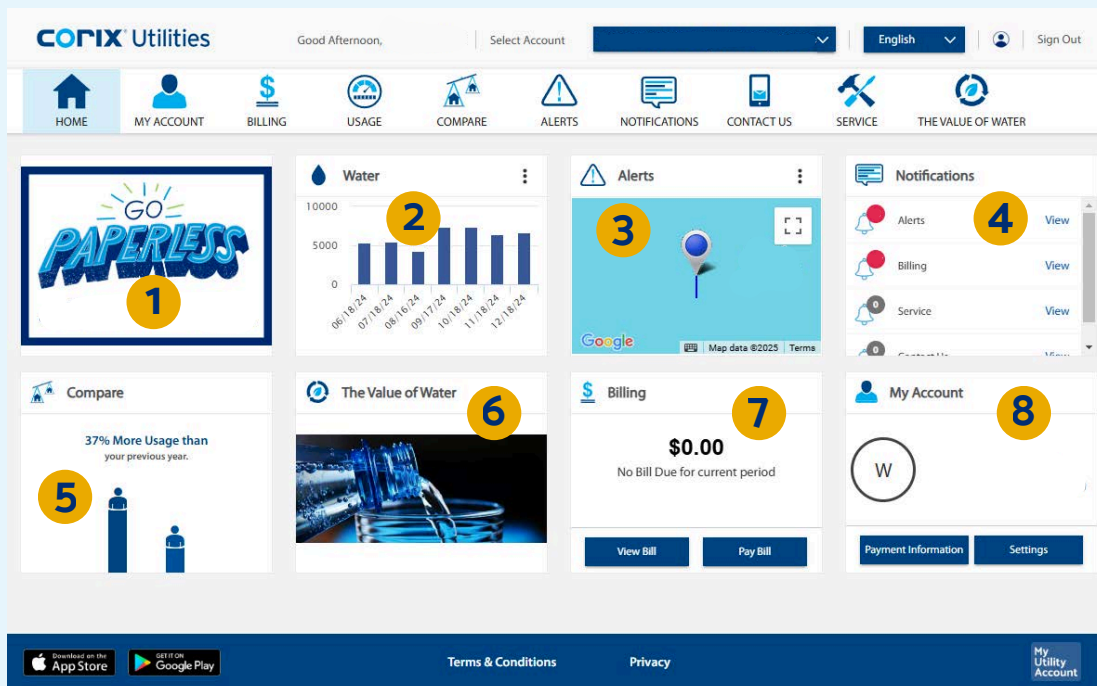
We invest millions of dollars each year into our infrastructure throughout Texas. The SIC allows a utility to begin recovering the costs of some of these investments. This charge is occasional and when it is applied it is a fixed rate for a set amount of time.

### More Information

Visit the EPA's "Understanding Your Bill" webpage at [www.epa.gov/watersense/understanding-your-water-bill](http://www.epa.gov/watersense/understanding-your-water-bill) for additional information about the different sections of your water utility bill.

**Go to: [account.myutility.us](https://account.myutility.us)**

**Register and log into the My Utility Account customer portal. Pay your bill, view your usage and more!**



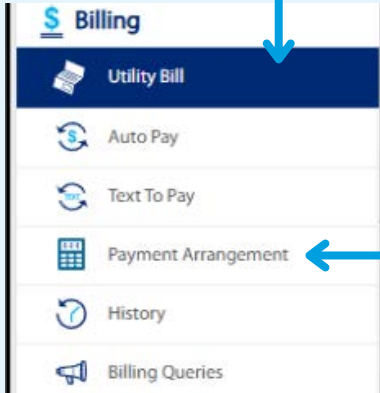
- 1. Paperless Billing Tile:** Click to quickly sign up for Paperless Billing. Return to this tile at anytime to unenroll if needed.
- 2. Water Usage Tile:** This graph shows a monthly view of your water consumption to aid in making comparisons.
- 3. Alert Map Tile:** Use this tile to watch for new and upcoming service alerts for your area.
- 4. Notifications Tile:** View all recent notifications pertaining to Alerts, Billing, Service, and Contact Us submissions.
- 5. Compare Tile:** View comparison of your usage based on previous year's data. You must have accumulated a year of usage data to view.
- 6. Value of Water Tile:** Click this tile to go to the Value of Water section in the portal and access conservation tips.
- 7. Billing Tile:** This tile displays your current Bill-Due amount. Click "View Bill" to view current and past bills and "Pay Bill" to pay.
- 8. My Account Tile:** View your account information, including the address where you receive service. Click to update your payment information, contact information, and additional account settings.



- **MY ACCOUNT:** Update your contact information on file. Add or edit a payment method. Sign up for Paperless Bills.
- **BILLING:** View and pay your utility bill. Set up auto-pay or text-to-pay. Check your eligibility for a payment plan.
- **USAGE:** Monitor your water usage. View usage by hour, day, and month. Export your usage data to Excel.
- **COMPARE:** View your current month or year usage compared to your usage in the previous month or year.
- **ALERTS:** View all current and planned service Alerts for your area. Update your Alert notification preferences.
- **NOTIFICATIONS:** View your inbox with all Alert, Billing, Service and Contact Us notification messages.
- **CONTACT US:** Contact our Customer Experience team for Help and Support. Access all Service Forms.
- **SERVICE:** Start, Stop or Move your service from one location in our service area to another.
- **THE VALUE OF WATER:** Read educational tips to help you use water more efficiently on a daily basis.

# Billing

Use the BILLING section to manage tasks related to your utility bill.



Set your preferences for receiving alerts and notices about your service.

Set Bill Alerts

Total Amount Due	
Bill Details	
Bill Date	December 16, 2024
Billing Period	November 15, 2024 to December 15, 2024
Total Bill This Period	
Previous Balance Due	\$2,605.72
Amount paid this period	\$0.00
Total Adjustments	\$0.00
Total Amount Due	

View current Bill Details and the Total Amount Due.

Click to sign up for Auto-Pay, or Text-to-Pay. Check your eligibility to enroll in a Payment Arrangement.

Pay your bill and view bills as a downloadable PDF file.

View Bill

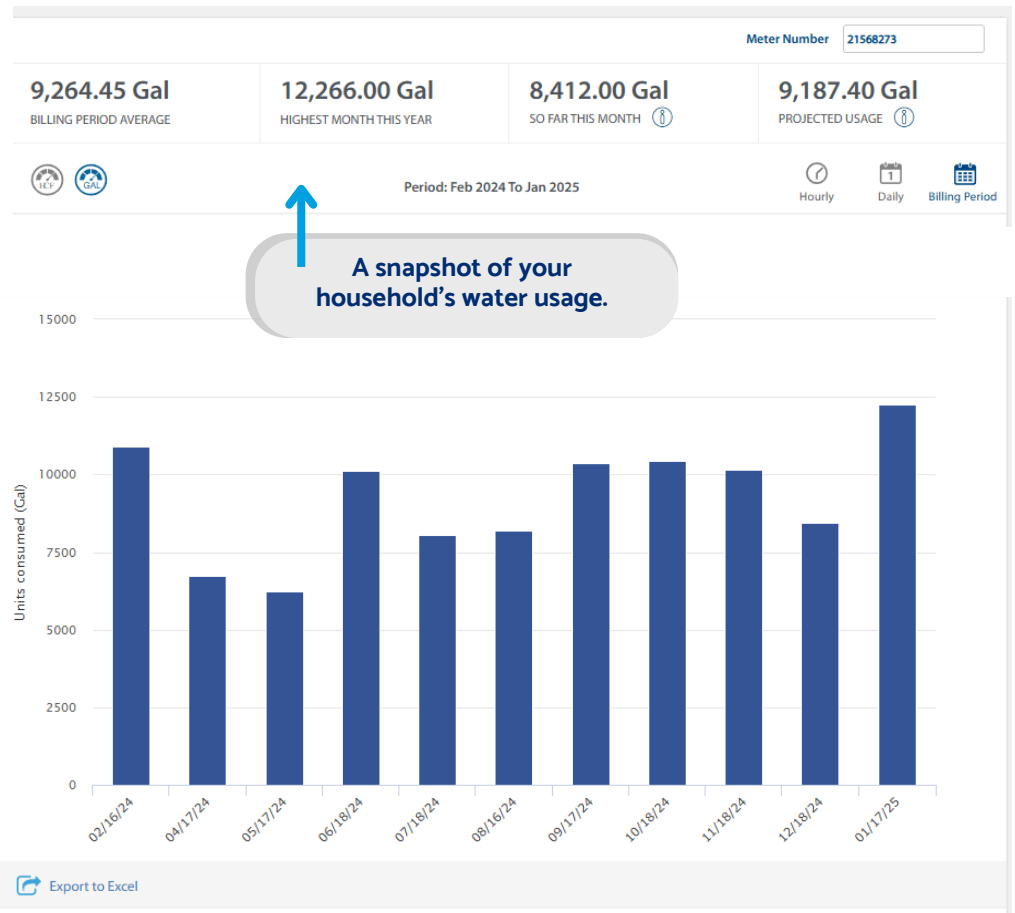
Pay Now

# Usage

From "USAGE" you can view and compare your water use over time.

Use this chart to compare your usage across hours, days or months.

Click these icons to switch between hourly, daily or monthly views.



Use your usage data to better understand how your household uses water. Watch for spikes in use, which may indicate a leak or other plumbing issue. Export the data to Excel for future reference.



# Water Quality Reports

Because delivering clean water is our business, we adhere to stringent water quality testing and monitoring requirements to ensure that every drop of the water delivered to your home or business meets state and federal health and safety standards.

We also conduct comprehensive yearly testing as required by the U.S. EPA and state legislation. These results are published in Water Quality Reports, also known as Consumer Confidence Reports (CCR).

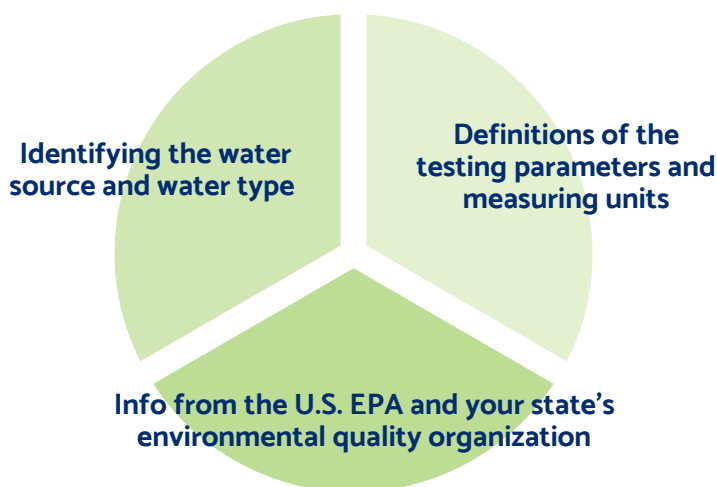
The Water Quality Reports are available online at your utility's website. We will also include a link to the report whenever the latest report is available.

## 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.



# Tips for Managing Water Usage

## Tools We Offer

**Online Portal:** [account.myutility.us](https://account.myutility.us)

- From your portal account, click the “Usage” tab.
- See your daily, weekly and hourly water usage.
- Compare your usage across different time periods.
- Watch for spikes in usage indicating a leak.

### Paper Bill

- See a monthly chart tracking your usage.

### How can we provide this information?

Water usage data from meter reading helps us create these charts.



## Smart Irrigation



- Check the usage set on automated sprinkler settings, especially if you have new landscaping.
- Only water your landscaping when the sun is down.
- Grow native plants that are used to the amount of water your region receives.
- Use a rain barrel to capture water to use for your landscaping.
- Set lawn mower blades higher, as longer grass means less evaporation.

## Conserve Water at Home



- Check for leaks from your pipes, faucets, toilets, outside taps.
- Install water savings aerators on faucets.
- Use dishwashers and washing machines when they are full.
- Defrost frozen food in the refrigerator or microwave instead of running water.
- If washing dishes by hand, use two basins rather than letting the water run.

## Texas Drought Contingency Plan

Corix Utilities Texas has developed a Drought Contingency Plan for its public drinking water systems to manage public water resources efficiently and to plan appropriate responses to emergency and drought conditions.

We provide updates on the current drought status of our local communities on our website.

## 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.

## 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.

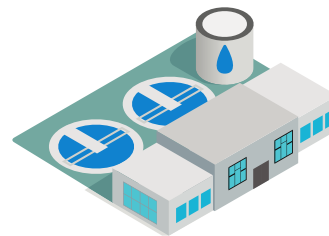
#### The Source



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.

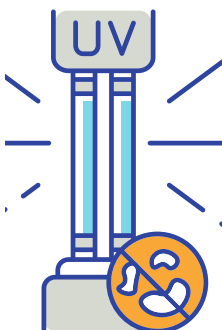
After the water is used for drinking water, becomes wastewater, and then is treated, the water is moved to a spout that returns the water back into the environment.

#### Treatment and Purification



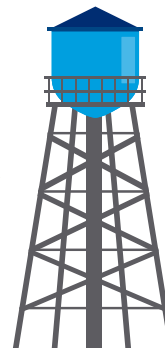
The infrastructure used for the treatment process can remove solid particles big and very small. Depending on the source, this process will utilize many components to go through each appropriate step of the treatment process. Once all the articles are removed, the water then goes through a purification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

#### 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.

#### 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.