



Ames Water Supply Corporation
PO Box 1598 451 Donatto
Liberty, Texas 77575
(936) 336-5883

August 26, 2023

Dear Patron:

Ames WSC is taking this opportunity to express the importance of keeping your mailing address and most importantly your phone number up to date in our system. In today's society, social media has become the fastest and most economical means of getting information to our customers. We recently sent out a "Boil Water Notice". If you did not receive the notice, update the phone number listed on your account. Please take time to call our office (936) 336-5883 and update your information.

Beginning September, 2023 Ames WSC will be doing cut-offs for the City of Ames. Cut-offs for both businesses will be done on the same day. Colored tags (blue-water, green-sewer) will be hung indicating which company you owe and the amount owed. You will have to pay at the appropriate office. You cannot pay the water bill at the city office or the sewer bill at the water office.

Please Note: If your water has been cut-off due to a past due bill owed at city hall (sewer), your water will not be turned on until that bill has been paid. This applies even if your bill at the water company is paid in full.

Please understand that the operator is there to do a job, in this case turn service water off. He cannot negotiate terms or delay doing his job while payment is being made. Ample opportunity was available before this point. Therefore, please refrain from approaching the operator.

Reminder: Effective April, 2023 a "Service Trip Fee" for all customers who request an operator come to their resident/meter. The amount charged is subject to the operator's fee. A Service Trip Fee applies when a customer requests a meter re-read, or requests that the meter/line be checked for a leak. **NOTE:** If a leak is discovered and it's on our side of the meter no fee will be charged.

Per our Tariff: *The Corporation shall charge a fee of \$20.00 for any service call or trip to the member's tap as a result of a request by the member or tenant.*

Respectively,

Edwin Hardy,
Board President