

Southwest Fannin Special Utility District

8046 W. Hwy. 56 Savoy, TX 75479

903-965-5316 – office

903-965-4271 – fax

swfanninsud@gmail.com

www.swfanninsud.org

Office Hours: Monday thru Friday
8:00 am – 12:00 pm and 12:30 pm – 4:00 pm
Closed 12:00 – 12:30 for lunch

For emergencies call the office. If it is after hours the answering machine will give the on-duty call numbers.

NOTE: If a service technician is called out after hours due to a problem on the customer's side a \$100 service charge will be added to your bill.

Rates effective as of January 1, 2024

Minimum bill zero usage	\$22.00	20,001 – 30,000	\$9.00 per thousand
1 – 10,000 gallons	\$7.00 per thousand	30,001 – 40,000	\$10.00 per thousand
10,001 – 20,000	\$8.00 per thousand	40,001 and over	\$12.00 per thousand

Meters are read from the 13th to the 18th of each month. The water bills are sent out around the 20th of each month. Customers should have the bills by the 28th of each month. Call the office if you do not receive a bill. All accounts are due the 10th of each month. A \$10 late fee will be assessed if an account is not paid by the 10th of each month.

Payment methods accepted: **Credit OR Debit cards are NOT accepted in the office**

✓ Bank Draft	✓ Cash	✓ Check or Online Check*
✓ Money Order	✓ Debit or Credit Cards (Discover, Mastercard, Visa)**	

*Customers may go online to their bank's website and request the bank to do a payment by check.

**Debit and Credit cards are accepted only on www.swfanninsud.org and click on the bill pay link. Or call 1-903-290-1812. There is a fee to process online payments.

IMPORTANT INFORMATION: Credit OR Debit cards are NOT accepted in the office

The customer is responsible to have a cut off valve at the meter on their side of the meter in order to turn the meter off. The District's cut off valve is not to be used by the customer to turn the meter off.

The meter and line must be assessable to Southwest Fannin S.U.D. The customer is not allowed to lock the District out of the property. The meter area should also be kept clean.

If a service technician is called out after hours due to a problem on the customer's side a \$100 service charge will be added to your bill.

District policy and state rules allow for one (1) meter per house or business. Each business or house (any size) must have a separate meter. Sub-metering or multi-connections is prohibited without evaluation and prior approval from the District.