



Control Number: 50480



Item Number: 10

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Original

RECEIVED May 19<sup>th</sup>, 2020

2020 MAY 21 AM 9:31

PUBLIC UTILITY COMMISSION  
FILING CLERK

Public Utility Commission of Texas  
P O Box 13326  
Austin, Texas 78711-3326

Subject: Motion To Intervene on Docket No. 50480  
(City of San Marcos- Crystal Clear Special Utility District)

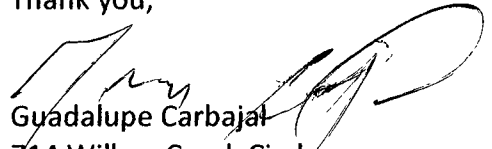
Commissioners:

My reason to intervene is two-fold.

- 1.) The SUD has not notified the affected users of the status of their membership fees. Will they be refunded or transferred?
- 2.) While the PUC does not regulate rates for SUD, it can set conditions for the sale. The blood sucking SUD did not forgo late fees and non-payment fees during the pandemic (copy enclosed). It threatened users with cut-off if payment was not received (copy). All late fees and non-payment fees during the pandemic should be returned to users in the affected area as part of the condition of the sale.

Please help those who have suffered.

Thank you,

  
Guadalupe Carbajal  
714 Willow Creek Circle  
San Marcos, TX 78666  
[lupe\\_carbajal@hotmail.com](mailto:lupe_carbajal@hotmail.com)  
(512) 376-1734

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28<sup>th</sup>



241.17

PHONE: (830) 372-1031  
FAX: (830) 372-0067

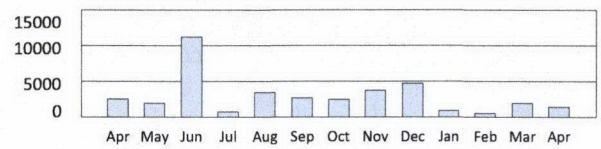
**Crystal Clear SUD**  
2370 FM 1979  
San Marcos, TX 78666-2100

For more information about the District, including information about the District's board and board meetings, please go to the Comptroller's Special Purpose District Public Information Database or the District's website at [www.crystalclearsud.org](http://www.crystalclearsud.org)

ACCOUNT NUMBER		NAME			SERVICE ADDRESS	
1026.00 98		GUADALUPE CARBAJAL			714 WILLOW CREEK CIR	
PREVIOUS BALANCE	DAYS	FROM DATE	TO DATE	DUE DATE	BILLING DATE	
\$73.95	29	02/02/2020	04/01/2020	05/10/2020	04/27/2020	
SERVICE	METER	PREVIOUS READING	PRESENT READING	CONSUMPTION	CHARGES	
Water Cons	94125466	396235	397696	1461	\$7.44	
CRWA Bond					\$9.00	
R & R Depr					\$6.95	
TWDB Bond					\$5.00	
TCEQ Comp					\$1.32	
Water Base					\$41.21	
State Fee					\$0.25	
Late Fee					\$20.00	
Non-Payment Fee					\$150.00	

All current balances must be received by the due date. If your current bill is not paid by the due date, then late fees will apply and your service may be subject to disconnection. **IF THIS STATEMENT INCLUDES A PREVIOUS UNPAID BALANCE, YOUR SERVICE IS SUBJECT TO DISCONNECTION.**

Water Monthly Usage History (Gallons)



TURN BILL OVER FOR OTHER IMPORTANT INFORMATION

<b>PREVIOUS BALANCE</b>	\$73.95
<b>CURRENT CHARGES</b>	\$71.17
<b>CURRENT ADJUSTMENTS</b>	\$170.00
<b>TOTAL AMOUNT DUE</b>	<b>\$315.12</b>
<b>TOTAL AMOUNT DUE AFTER 05/10/2020</b>	\$362.35
<b>DUE DATE</b>	05/10/2020
<b>CUT OFF DATE</b>	05/26/2020

PERIOD	GAL USED
CURRENT	1461
LAST MONTH	2005

**BILL IS DELINQUENT AFTER 5pm on DUE DATE**

**Monthly Bank Draft Available**

Visit our website  
[www.CrystalClearSUD.org](http://www.CrystalClearSUD.org)

**EMERGENCY CONTACT**

**Please call (830) 372-1031 immediately to report an EMERGENCY.**

On Call Services are available 24 hours a day for **EMERGENCY** situations. You must CALL CCSUD to report the Emergency, select Option 3 during normal business hours and Option 4 after hours. Non-Emergency issues can be reported at <https://crystalclearsud.org/contact-us> or call (830) 372-1031 and selecting English (1) or Spanish (2) then Option 3. Normal business hours are M-F 7 am -5 pm.

**PAYMENT METHODS**

By Phone	Check your balance, make a payment or verify payment status.	English IVR (888) 617-7454 (888) 262-9064 Spanish	Credit/Debit Only
By Mail	Please include bill stub to ensure your payment is posted promptly.	2370 FM 1979, San Marcos, TX 78666 <b>NO CASH ACCEPTED BY MAIL</b>	Check, Money Order or Cashier's Check <b>Only</b>
Online	CCSUD Website	<a href="http://www.crystalclearsud.org">www.crystalclearsud.org</a>	Credit/Debit Card
	Your Bank's Online Bill Pay Service	2370 FM 1979, San Marcos, TX 78666	Electronic Payment
Automatic Payments	Download a form at <a href="http://www.crystalclearsud.org">www.crystalclearsud.org</a>	Request a form by calling 830-372-1031 (M-F, 7 am - 5 pm)	Automatic Electronic Payment
	Login to your online profile	Save as Automatic Payment	
In Person	CCSUD Office	Crystal Clear SUD 2370 FM 1979, San Marcos, TX 78666	Cash, Check, Money Order or Cashier's Check
	Drop Box	Box Drive Thru	Check, Money Order or Cashier's Check <b>NO CASH</b>

**CUSTOMER SERVICE**

**For general account inquiries, please contact Customer Service at:**

Crystal Clear SUD 2370 FM 1979 San Marcos, TX 78666	Phone: 830-372-1031 Fax: 830-372-0067 Customer Service Representatives are available Monday through Friday, 7 am to 5 pm
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**PAYMENT TERMS**

- CCSUD's water bills are due upon receipt. The Due Date shown on the bill applies only to the current charges and does not extend the time period for payment of any prior bill.
- A late fee of \$20 or 15% will be applied to any unpaid balance not paid by 5 pm on the original Due Date. CCSUD does not recognize post marks.
- Accounts with a Past Due balance are subject to immediate disconnection if payment is not posted to the account by 7 am on Disconnect Day.
- A fee will be charged in accordance with Texas Penal Code 31.02 for any non-cash payment returned or rejected by the bank for any reason, including but not limited to, insufficient funds, stopped payment or invalid account. Additionally, the payment transaction originally posted to the account will be voided which may result in late payment fee, disconnected services and/or other related fees.
- All rates and fees are subject to change at the discretion of CCSUD.
- If you wish to stop your bank draft payment you **MUST** contact CCSUD. Please allow 10 business days for ANY changes to be updated on your account.
- If you wish to stop the recurring Credit/Debit auto-payment you **MUST** do so at [www.crystalclearsud.org](http://www.crystalclearsud.org).
- If you are moving, you will be responsible for any charges on the account until you notify CCSUD **and** a request for termination of service from the landowner is received in writing.
- **AFTER HOURS RECONNECT** If you are subject to a **\$50** reconnect fee.

Crystal Clear Special Utility District  
2370 FM 1979  
San Marcos, TX 78666  
830-372-1031

4/13/2020

CUT OFF NOTICE

GUADALUPE CARBAJAL  
714 WILLOW CREEK CIR  
SAN MARCOS, TX 78666-5058

Account Number: 1026.00 98  
Service Address: 714 WILLOW CREEK CIR  
Name: GUADALUPE CARBAJAL

Dear Valued CCSUD Customer:

Our records indicate your CCSUD account is now past due and a late fee has been assessed. The past due balance, including the late fee, is **\$93.95**. The delinquent amount must be paid **BEFORE 7AM** on 4/27/2020 to avoid a \$150 non-payment fee and subsequent disconnection of your water services. **Please note that if your payment is not received prior to 7AM on 4/27/2020 the \$150 fee will be added beginning at 7AM and the \$150 in addition to the delinquent amount must be paid in full to avoid disconnection.**

If your water services are disconnected, the total amount due including all applicable fees (ex: late fee, non-payment fee, etc.) must be paid in full prior to reconnection. **All payment arrangements must be made prior to the due date of the 10th of the month.**

Our office hours are 7AM-5PM Monday-Friday. We have several payment options for your convenience.

1. 24-hour Online bill payment (credit/debit card) from our website <http://crystalclearsud.org> (convenience fee charged)
2. 24-hour IVR (payment by phone) English 1-888-617-7454 Spanish 1-888-626-9065 (convenience fee charged)
3. 24-hour night drop located on the south side of the CCSUD Office building
4. Recurring automatic credit/debit card from our website <http://crystalclearsud.org> (convenience fee charged)
5. Recurring automatic bank draft available through our office
6. Payment in person at our office by cash, credit/debit card, check, cashier's check or money order (convenience fee charged on all credit/debit card transactions)

Thank you for your immediate attention to this matter.

Regina C. Franke,  
CCSUD Assistant General Manager

