



P.O. Box 657  
Springtown, TX 76082

Office Hours: 8:00 am – 5:00 pm Monday through Friday  
Lobby Hours: 8:30 am – 4:30 pm Monday through Friday

Phone: (817) 523-4463 or (817) 220-7707  
Email: [customerservice@walnutcreeksud.org](mailto:customerservice@walnutcreeksud.org)

After Hours Emergency: (817) 523-4463  
Website: [www.walnutcreeksud.org](http://www.walnutcreeksud.org)

Keep this document in your records,  
It contains important and relevant information.

## About Us

Walnut Creek Special Utility District (WCSUD) was originally founded in the 1960's as a Water Supply Corporation and was later converted into a Special Utility District in 1992. Since becoming a Special Utility District, Walnut Creek is a governmental entity which is recognized as a political subdivision of the State of Texas. The district is governed by a board of directors that are publicly elected individuals that live within the district's boundaries.

WCSUD is a surface water system with a water treatment plant located on Lake Bridgeport that can treat ten (10) million gallons of water a day. The water treatment plant supplies safe drinking water to the distribution system which resides in Parker and Wise Counties. The distribution system is comprised of approximately 460 miles of water line, 4 pump stations, 3 ground storage tanks, 3 elevated storage tanks, and 2 standpipes. WCSUD serves 10,000 plus service connections, as well as several of the surrounding cities.

## Water Rates & Fees

Rates are based on a Residential 3/4" meter

Minimum Bill	\$35.70
<b>Tier (gal)</b>	<b>Dollar amount per 1,000 gal.</b>
0 – 5,000	\$6.11
5,001 – 10,000	\$6.95
10,001 – 15,000	\$7.75
15,001 – 20,000	\$7.90
Above 20,000	\$9.00

**Senior Citizen (65+) rates:** Please contact the office.

### Service Fees:

Non-payment reconnect fees:

- ❖ \$45 – during normal business hours
- ❖ \$150 – after hours

Service Call trip fees:

- ❖ \$45 - during normal business hours
- ❖ \$150 - after hours

Return Check fee: \$32.00

### Billing

WCSUD has multiple billing cycles, your account number determines the billing cycle as well as the due date. Listed below is the billing cycle information as well as the due date for each cycle. All payments made after 5 pm of the designated due dates are subject to late fees.

- Accounts that begin with 10 or 15
  - Bills are mailed on the 15<sup>th</sup> and are due by the 1<sup>st</sup> of each month.
- Accounts that begin with 14, 26, or 39
  - Bills are mailed on the 22<sup>nd</sup> and are due by the 8<sup>th</sup> of each month.
- Accounts that begin with 38, 40, or 92
  - Bills are mailed on the 29<sup>th</sup> and are due by the 15<sup>th</sup> of each month.

### Payment Options

WCSUD offers a variety of convenient payment options to our customers. Simply choose the option that best suits your needs. Payments can be made by check (with a Texas driver's license), money order, cashier's check, cash, or visa/master card credit/debit card (there is a [4.8%](#) convenience fee).

Online payments – [www.municipalonlinepayments.com/walnutcreeksudtx](http://www.municipalonlinepayments.com/walnutcreeksudtx) or by clicking the bill pay icon on the home screen of the district's website.

Pay by Phone – call 866-258-7986 or the district’s office and select option 1.

Automatic Bank Draft – copies of this form are located on the Customer Related Forms page of the district’s website and at the district’s office.

Pay in Person – either in the lobby or drive-thru. There is also a night drop box located in the drive-thru for after-hours payments.

Pay by Mail – **Note: WCSUD is not responsible for lost mail or if payments are received after the due date.**

### **Meter Reading**

**Section E, 20 (a)** – The customer shall provide access to the meter as per the easement and service agreement. If access to the meter is hindered or denied, preventing the reading of the meter, an estimated bill shall be rendered to the customer for the month, and a notice be sent to the effect that access could not be gained. If access is denied for three (3) consecutive months after proper notification to the customer, then the service may be disconnected and the meter removed with no further notice.

If a customer notices an ‘E’ next to the current reading on the bill, then it was estimated. If the bill was estimated, please contact the office with the current reading on the water meter (instructions for reading the meters are found at [www.walnutcreeksud.org/meter-reading-instructions](http://www.walnutcreeksud.org/meter-reading-instructions)). You can either call the district’s office at 817-220-7707 option 5 or email a picture of the reading to [billing@walnutcreeksud.org](mailto:billing@walnutcreeksud.org).

### **Customers’ Responsibilities**

The customer’s responsibility shall begin at the discharge side of the meter. The customer shall be responsible for furnishing and laying the necessary service line from the meter to the place of consumption and shall keep the service line in good repair (i.e. customer service line, customer shut offs, pressure regulators, backflow prevention assemblies).

### **Backflow prevention assemblies**

Under the Texas Commission on Environmental Quality (TCEQ) regulations Chapter 478 requires backflow prevention assemblies to be installed on all cross-connections and potential cross-connections. All testing must be performed by a licensed Backflow Prevention Assembly Tester (BPAT) and a copy submitted to the district’s office. The district uses Backflow Solutions Inc. (BSI) for record keeping and notifications on annual testing.

### **Irrigation Systems**

**30 TAC 344.51 (d)** if an irrigation system is designed or installed on a property that is served by an on-site sewage facility, then:

(2) any connections using a private or public potable source must be connected to the water source through a [reduced pressure principle backflow prevention assembly \(RPBA\)](#).

### **Wells & Auxiliary Water Source**

No cross-connection between the public drinking water supply and a private water system is permitted (i.e. well, rain harvesting, pond, lake, etc.). These potential threats to the public drinking water supply shall be eliminated at the service connection by the installation of an air gap or a [reduced pressure-zone backflow prevention assembly \(RPZ\)](#).

## Walnut Creek SUD Area Utility Providers

Service provider is dependent on property location

**Electricity Providers:** Texans have a choice in their provider of electricity. Not all providers service all locations.

Texas Choice	866-PWR-4TEX or pwrtochoose.org
Tri County Electric Co-Op	817-444-3201
TXU Delivery	800-242-9113 or 940-627-4102
Wise Electric Co-Op	940-627-2167

**Telephone Providers:**

Frontier Residential	877-719-5530
Frontier Commercial	877-719-5530

**Trash Providers:**

Atex Trash Service	817-344-8464
Duncan Disposal	800-644-3961
Midwest Waste	817-408-0050
WC of Texas	940-328-1176

**Propane Gas Providers:**

Chadwell & Sons Gas Company	817-523-4443
Springtown Gas Company	817-523-7219

**Internet Providers:**

Cirra	cirranet.net
Frontier	go.frontier.com
Next Link	Nextlinkinternet.com
Rise Broadband	risebroadband.com
Spectrum	spectrum.com

Year-round water conservation measures prohibit the use of sprinklers or irrigation systems between 6 am – 9 pm. There are no regulations for hand watering or the use of soaker hoses.

**State Requirement: Know what's below! Call before you dig!**  
**Dial 811**  
**Or**  
**1-800-344-8377**