

# JCSUD

JOHNSON COUNTY  
SPECIAL UTILITY DISTRICT

## New Customer Packet

# Welcome

At Johnson County Special Utility District (JCSUD), our goal is to provide safe, reliable water to the residents of Johnson County and surrounding communities.

Our purpose is to keep life moving forward for those who are counting on us. Without access to clean water, our lives would stop. That's why our commitment to taking great care of our families, coworkers, and the communities we serve, flows deep within all of us at JCSUD.

Everything we do is rooted in our shared values. They drive how we make decisions, treat each other, and define success.

## JCSUD Core Values

Adaptable | Dedicated | Genuine | Helpful | Excellent

Relationships with our customers are built on trust. Maintaining that trust means delivering clean water safely, reliably, and affordably day in and day out. We're all in this together, and we take pride in how we make an impact in our community and with our team.

In this packet, you will find resources and information provided to inform you of all of the programs and services JCSUD provides to our customers to accomplish our mission of providing safe, reliable water to customers like you.

## JCSUD Contact Information

### Office Phone Number

817-760-5200

M - F, 8:00 a.m. to 5:00 p.m.

### Website

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

### Pay By Phone (24 hours)

888-291-1706

### Office Address

740 FM 3048

Joshua, TX 76058

**After Hours Emergency Number: 817-760-5255**

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**After Hours Emergency Number: 817-760-5255**



# History of JCSUD



In the spring of 1964, a group of men held a meeting at the Sand Flat Baptist Church to discuss the possibility of supplying water for general farm use and domestic purposes to the people residing in the general rural area. During this era, the Farmers Home Administration began funding rural water systems similar to the government-supported rural electric cooperatives in earlier years. These men were dedicated to help their rural neighbors, so they began knocking on doors. They presented the idea of having a water cooperative to serve rural families in the area.



People were skeptical at first and the new concept of participating in a community water system wasn't easily accepted. Many thought that individual wells worked fine; but the vision was much greater. The strategy was to provide an economic benefit for these rural families and for the many to come as Johnson County steadily grew. The steering committee proposed an initial \$50 membership fee to have a meter installed and join the new member-owned, non-profit organization. It made sense to create a rural community water system to serve those that would share as stakeholders in this cooperative effort.



In 1965, the Johnson County Rural Water Supply Corporation (JCRWS) was organized and chartered under state statutes as a non-profit corporation, much like many others of its kind in Texas during this era. The beginnings of these rural water suppliers arose throughout the country and were funded through loans from the Farmer's Home Administration. The system began with 305 customers and served a genuine need in supplying drinking water to the rural community.

In 1972, the West Prairie Water Supply Corporation in the northern portion of the county was merged into the existing JCRWSC system. The merger of two entities into one was named the Johnson County Rural Water Supply Corporation. In 1977, the Nolan River Water Supply Corporation in the southern portion of the County also merged with JCRWSC.

In 2000, the system was serving 10,200 connections. The Board of Directors voted to convert Johnson County Rural Water Supply Corporation to a Special Utility District (SUD). Converting to a SUD allows water supply corporations to become a political subdivision. The largest cost savings accumulate for governmental entities issuing tax-exempt bonds to fund capital projects. Finally, in 2004, the Texas legislature approved the conversion, and the organization began operating as the Johnson County Special Utility District (JCSUD).

For several years, the Joshua area was served by the Johnson County Fresh Water Supply District #1 (FWD for freshwater district). In 2005, the JCSUD staff had been approached to consult with the FWD as they were going through several years of tough economic times and mismanagement. The effort here was to help the FWD officials regain the best management practices and streamline costs. It led to discussions in measuring the merit of the FWD to consolidate the two systems. The next year, the FWD approved a resolution to conjoin with JCSUD and an application was made with the State to complete the merger. In April 2007, the District began managing the day-to-day operation of the FWD. Merging the Joshua area water system with JCSUD helped to maintain stable rates among all the domains of customers which now totaled 14,426.

2012 was quite a mile-marker year in the life of the District. The Brazos River Authority - Surface Water Advanced Treatment System (SWATS) which once served five municipal suppliers was favorably reduced to only two. The ownership and management transferred from the Brazos River Authority to a newly created Brazos Regional Public Utility Agency (BRPUA). JCSUD and Acton Municipal Utility District (AMUD) were the two joint operating entities of the BRPUA until August 2024, when AMUD became the sole operating entity. Also, the city of Keene agreed to become a direct wholesale customer to JCSUD.

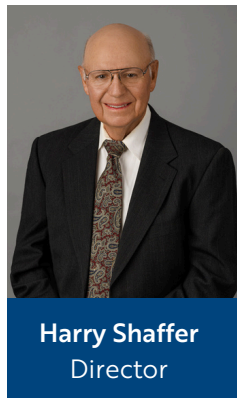
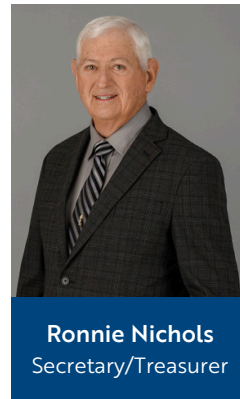
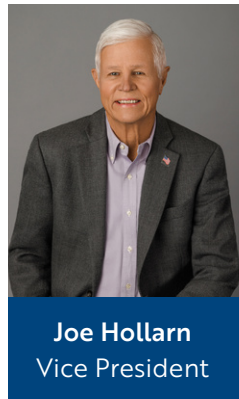
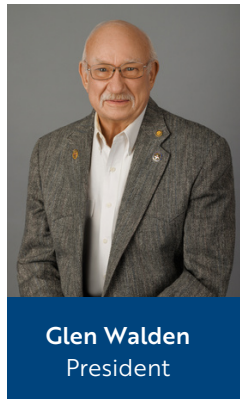
In June 2019, JCSUD moved its business operation from Cleburne, Texas, to occupy its new facility on FM 3048 in Joshua, Texas. Now begins a new era as the total business and operations finally originate from a central location relative to the District's area of service. In the last 20 years, the number of connections has more than doubled to 25,000 households today, an estimated 65,000 in population.



Besides these retail connections, the District takes on a greater role as a regional wholesale water provider. The City of Alvarado, City of Keene, Bethany Special Utility District, Monarch Utilities, and Mountain Peak Special Utility District (each serving over 1,000 connections) have wholesale water contracts with the District for long-term water supply needs. The City of Joshua and the Lillian community also look to JCSUD as their water provider.

# JCSUD Board of Directors

JCSUD is governed by people who live, work, and raise their families in Johnson County and surrounding communities. They are elected by their fellow community members to serve on the JCSUD Board of Directors to devote their time and energy to providing a better quality of life for their community by ensuring a clean supply of drinking water and sewer services.



## Responsibilities of the Board of Directors

### Policy

Develop rates, customer service policies, purchasing and procurement policies, and personnel policies.

### Planning

Secure future water supplies, asset management, financial security, customer relations, and recruit future board members.

### Budget

Approve the annual budget and periodically review its progress to ensure the system is on track to meet its goals for the year.

### Monitoring & Evaluation

Monitor the District's performance through monthly reports, customer feedback, and audits to gauge the success of short and long-range planning.

### Emergency Preparedness

Ensure that there are emergency plans in place to guide the Board and staff on what to do in a crisis.

# Reading Your Bill

The graphic below breaks down your water bill into three sections and explains the components of each section. Your monthly bill may vary from month to month due to different factors affecting water consumption, such as leaks, increased outdoor irrigation, or filling swimming pools. Seasonal changes, appliance efficiency, and changes in living habits can also affect your monthly bill. If you ever have a question about your bill, please contact Customer Service at 817-760-5200.

**Service Period:** The time period between each meter reading.

**Billing Date:** The date the bill was calculated.

**Water:** The cost of gallons used based on the rate.

**CareShare:** Customers who enroll into this program pay \$0.08 every billing cycle.

**Previous Balance:** The amount from your previous bill.


**Payments:** The most recent payment received.

**Total Current Charges:** The amount owed for current water usage and any remaining balances.

**Current Meter Usage:** The usage amount is calculated by subtracting the current meter reading from the previous reading.

**Historical Usage:** Compare water usage for this year to the previous year.

**Important Messages:** Reminders, programs, services or announcements of interest. The calendar also shows the payment deadline for avoiding late fees.



**JCSUD**  
JOHNSON COUNTY  
SPECIAL UTILITY DISTRICT

740 FM 3048  
P.O. Box 1390  
Joshua, TX 76058

Utility/Billing Questions Please Call: (817) 760-5200  
Office Hours: Monday - Friday 8:00am - 5:00pm  
After Hours Emergency: (817) 760-5255  
Pay By Phone: (888) 291-1706

Pay and View Your Bill Online at:  
[www.jcsud.com/bill-payment](http://www.jcsud.com/bill-payment)

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## UTILITY STATEMENT

Account Number	Due Date	Amount Due
003-11-12345	02/15/2022	\$40.81

Amount Due if Paid After 02/15/2022 \$44.76

DUE DATE APPLIES TO CURRENT BILL ONLY

Account Information

Account Name: John Doe  
Service Address: 123 Main St  
Service Period: 12/11/2021 to 01/10/2022  
Billing Date: 01/24/2022

Current Charges Summary

Water	\$39.53
Care Share	\$0.08
Carefilet	\$1.00
Tax	\$0.20
<b>TOTAL NEW CHARGES</b>	<b>\$40.81</b>

Account Summary

Previous Balance	\$39.60
Payments	-\$39.60
Total Current Charges	\$40.81
<b>TOTAL AMOUNT DUE NOW</b>	<b>\$40.81</b>
Amount Due if Paid After 02/15/2022	\$44.76

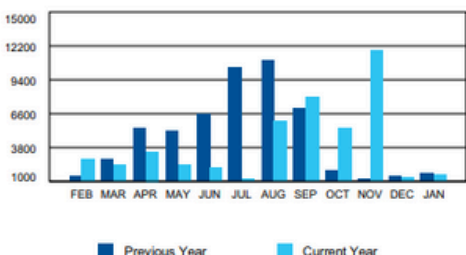
\*\*\*AUTO PAY - DO NOT PAY\*\*\*

2

## Current Meter Usage

Meter	Current Read	Previous Read	Usage
61724560	112139	110602	1537

## Historical Usage



Legend: ■ Previous Year   ■ Current Year

Voluntary Programs:  
CareFilet's Caring-Heart Membership for \$1 per month  
JCSUD's Care Share Assistance Program for \$0.08

Sign up now for electronic statements.  
Call or enroll online today!  
**(817) 760-5200**  
[www.municipalonlinepayments.com/johnsoncountysudtx](http://www.municipalonlinepayments.com/johnsoncountysudtx)

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## IMPORTANT MESSAGES

Do Not Put It Off  
Pay Before the Due Date

S	M	T	W	T	F	S
	1	2	3	4	5	
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28					

February

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



740 FM 3048  
P.O. Box 1390  
Joshua, TX 76058

Account Number	Due Date	Amount Due
003-11-12345	02/15/2022	\$40.81

Total Due if Paid After 02/15/2022 \$44.76

# Water and Wastewater Rates

Rates are based on our operating costs and maintenance made to the water and/or wastewater systems. When you consider your daily utilities, water is the single most important utility because it is an essential part of everyday life. As your water provider, our main responsibility and mission are to consistently provide you and your family with reliable and safe water.

The monthly water and/or sewer base rate on your bill is designed to recover a portion of the fixed costs created by providing water service to your home or business. To provide and maintain a reliable water supply that meets state and federal water quality standards, many expenses are unavoidable. These expenses include the cost of maintaining the supply, treatment, distribution, and service facilities, including vehicles, fuel, and equipment. These are costs we must pay whether water is used or not. The monthly minimum rate does not vary with consumption, unlike the usage charge which relates to the gallons used per month.

The minimum monthly charge for standard metered water service is \$35.00. The usage charges each month are based on how many gallons of water are used during the billing cycle and are charged based on the customer's rate classification. A chart of JCSUD's current rate structure is below:

## Residential

Tiers	Rate (Per 1,000 gal)
0-5,000	\$5.00
5,001-12,000	\$6.65
12,001 - 30,000	\$9.00
30,001+	\$12.30

## Commercial

Tiers	Rate (Per 1,000 gal)
0-12,000	\$5.52
12,001-30,000	\$7.35
30,001-60,000	\$9.94
60,001+	\$13.59

## Institutional/Agriculture

Tiers	Rate (Per 1,000 gal)
All Volumes	\$6.65

## Irrigation

Tiers	Rate (Per 1,000 gal)
0-15,000	\$7.35
15,001-30,000	\$10.29
30,001-60,000	\$14.40
60,001+	\$20.16

The minimum monthly charge for wastewater for customers in the Joshua area served by JCSUD is \$25.00. In addition to the minimum charge, the usage charge is added at the rate of \$5.50 per thousand gallons, which applies to a maximum of 12,000 gallons. All non-residential accounts shall be charged for actual usage; Multi-unit accounts shall be charged a monthly minimum of \$20.00 per unit. Commercial accounts will be charged a monthly minimum of \$37.50.

# Ways to Pay

## Pay Online

Make a one-time payment or set up automatic recurring payments with the versatile online payment system website at:

[www.municipalonlinepayments.com/johnsoncountysudtx/utilities](http://www.municipalonlinepayments.com/johnsoncountysudtx/utilities).

JCSUD accepts Visa, MasterCard, American Express, or Discover.

There are no convenience fees.



## Pay by Phone

Call Phone Number 888-291-1706 to access our 24-hour self-service payment system.

## Pay by Text

Receive a text message when your bill is ready and reply with "Pay" to initiate the payment from your cell. Set up Pay by Text by calling 888-291-1706 (ext.4). Messaging and data rates may apply.

## Paperless Billing

Receive an email notification when your bill is ready. With paperless billing, you can receive, view, and pay bills online. Sign up for paperless billing on your online payment profile under "contact preferences" or call the office to switch to paperless billing.

## Pay by Mail

If paying by check or money order through the mail, please send all payments with your payment coupon. To avoid late fees, please mail your payment at least five to seven business days before the due date specified on your bill. Please mail your payment to:

P.O. Box 1390  
Joshua, TX 76058

## Pay in Person

You may pay your bill in person at our office location. We accept Visa, Master Card, American Express, Discover, Cash, Check, or Money Orders.

## Pay by Drop-off

For convenience, a secure drop box is located outside the building on the left-hand side of the front entrance at:

740 FM 3048  
Joshua, TX, 76058



# WaterSmart Portal

JCSUD offers the WaterSmart® Customer Portal that will help you track your home's water use and spending with an easy-to-use digital platform. This is a free service that provides you with the tools to manage your water use and your bill:

- View your home's water use.
- Get personalized, step-by-step actions on ways to save water.
- Sign up for alerts and notifications to take control of your water use.
- Get access to tips and tricks to help you conserve water.



To sign up for WaterSmart, visit:  
<https://jcsud.watersmart.com/index.php/welcome>  
or scan the QR code to register your account today!



Compare your water usage to similar homes

Track your water usage over time

# WaterSmart Alerts

JCSUD offers the free WaterSmart Customer Portal not only to help you manage your home's water use with an easy-to-use digital platform but also to allow customers to receive important alerts and notifications from JCSUD regarding their water service and issues that affect them. If an important issue impacts your water quality or supply, WaterSmart will contact affected customers through their preferred method of communication (email, telephone, or text/SMS).

To ensure you are subscribed to receive the WaterSmart Alerts, please visit [sign into your WaterSmart account](#). Once you have logged in, select the "Settings" option from the menu at the top of the screen and select "Communication Preferences." Make sure that you have all three options selected under Urgent Notices and Service Alerts.

Be alerted to boil water notices, water outages, low pressure notifications, and more.



# Water Quality

## **Drinking-Water Quality Report (Consumer Confidence Report) (CCR)**

Each year we make available a report that tells where your water comes from and what is in it. The most current report, and an archive of previous reports, are available on the JCSUD website. You may also call our office and we will gladly assist you.

### **What is a CCR and why is it important?**

This report is produced annually and is required by the United States Environmental Protection Agency (U.S. EPA) in order to provide water system information, such as source water, the levels of detected contaminants, and proof of compliance with drinking water regulations. It describes the susceptibility and types of constituents that may come into contact with your drinking water source based on human activities and natural conditions. The information contained in the assessment assists in identifying source water protection strategies

### **Where does my water come from?**

JCSUD has two main water production sources. About 30 percent of total production comes from well water in Johnson County (Trinity and Paluxy Aquifers) and 70 percent is purchased treated lake water from Lake Granbury and the City of Mansfield. The City of Mansfield purchases lake water from the Tarrant Regional Water District (TRWD). TRWD pumps water primarily from Cedar Creek and Richland Chambers Reservoirs.

**Read the  
Current CCR**



# CareShare Program

In 2011, the District crafted a way to implement a benevolence program to help people who uniquely qualify for billing assistance. JCSUD serves a population near 60,000 and indeed on occasion, we hear from those that have encountered extenuating circumstances beyond their control. Since the program began, over 90% of customers participate in working together towards the good cause of the CareShare program.

JCSUD's CareShare program is designed to assist eligible customers who are having difficulty paying their water utility bill because of unforeseen financial hardship. The number of customers that can be helped is based on donations. A voluntary donation amount of \$0.08 appears on the water bill, and those participating include this small amount in their remittance. The small monthly donation from participating customers enables JCSUD to assist other customers who need a helping hand. The program manages to generate a modest balance whereby distributions never exceed contributions. Any customer who decides to opt out can do so at any time.

Customers can share in the joy of giving and helping those in need through participation in JCSUD's CareShare program. Since CareShare began in July 2011, numerous customers have received a helping hand with their bills. A customer who feels their situation may qualify for CareShare's temporary assistance with payment of their water bill (or a portion thereof) may contact JCSUD for evaluation to determine if assistance is appropriate. The screening process is discrete and discerning to identify unique situations which truly merit a helping hand.





## Caring-Heart Membership

JCSUD and CareFlite have partnered together to allow all customers of the water system to become members of CareFlite for \$1 per month. This includes all permanent family members of your household at no additional cost.

Benefits include:

- No out-of-pocket cost for emergency helicopter air ambulance services originating within 150 miles of DFW Airport for medically necessary advanced or basic life support emergency transport services from CareFlite as a result of an emergency medical condition.
- Emergency fixed wing air ambulance services for patients needing a higher level of care originating within 500 miles of DFW Airport and within the United States shall pay nothing out of pocket. For non-medically necessary fixed wing transports, CareFlite will make its best efforts to obtain an insurance pre-authorization. For fixed wing air ambulance service that are not medically necessary and/or operated for patient or family convenience, CareFlite will give members a 50% discount from its standard rates.
- CareFlite's ground ambulance and 911/EMS service will be available with its service areas. These benefits will follow the rules of this Air Ambulance membership program.
- If CareFlite has any agreements for the reciprocal honoring of a membership benefit with other air/ground EMS providers, all Members of CareFlite shall be covered by such agreement. A list of any such agreements can be found at [www.careflite.org](http://www.careflite.org).



# Drought Information

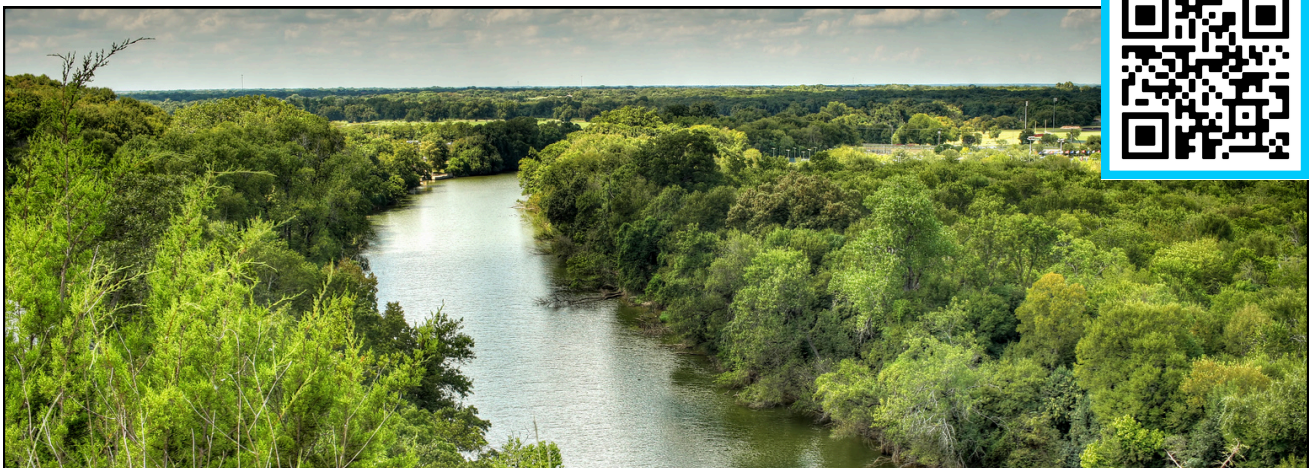
One of the most unpredictable parts of life is the weather. While rainfall and temperatures can be highly variable, one thing is always for certain – We need water. Thankfully, as part of our commitment to providing safe, reliable water to our communities, JCSUD has proactive measures in place to prepare us for drought conditions. As required by the Texas Commission on Environmental Quality, JCSUD produces a Drought Contingency Plan which is updated every five years.

The purpose of the Drought Contingency Plan is to:

- Protect and preserve public health, welfare, and safety.
- Conserve the available water supply in times of drought and emergency.
- Maintain supplies for domestic water use, sanitation, and fire protection.
- Minimize the adverse impacts of water supply shortages.
- Minimize the adverse impacts of emergency water supply conditions.

The Drought Contingency Plan includes three drought stages: Stage 1 Drought Watch, Stage 2 Drought Warning, and Stage 3 Drought Emergency. Each drought stage includes different levels of conservation approaches intended to reduce water usage by a certain percentage and to maximize the efficiency of the water that is used, primarily water used outdoors for irrigation. Certain outdoor watering schedules may be imposed based on the address and type of connection (residential vs commercial). JCSUD's regional water providers dictate when it is necessary to enter into a drought stage based on water supply and drought conditions.

JCSUD's Drought Contingency Plan is available on the District's website or by scanning the QR code below. It is encouraged that customers review this plan to be informed of each drought stage and the triggers and requirements listed for each. As the need arises for the District to enter into or end a drought stage, notice will be provided to the public on the District website and via text and/or email alerts. It is important during times of drought that we all work together to help make the most of every drop.



# Irrigation 101

When it comes to watering our lawns, it isn't always as simple as just turning on a sprinkler and letting it wet the yard. In some cases, you may be underwatering or overwatering your grass, which can do more harm than good. To maximize the use of your irrigation system and to make the most of every drop, it is important to water only when needed and to apply just the right amount of water.

The amount of water you need to use to irrigate your lawn depends on temperature and season. During the winter, most grasses go dormant and require little water. In the spring and summer when the grass is growing and temperatures rise, your lawn may need to be watered regularly.

To determine how much water your sprinkler system is producing, put out some straight-sided containers around your yard, such as a tuna can. These size cans represent one inch of water. Turn on your watering system and start a timer. When the containers are full, turn off the water. Be sure to time how long it takes to fill the containers so you'll know how long to leave the sprinkler on each time you are watering the grass to apply an inch of water.

JCSUD customers can sign up to receive weekly watering advice from Water is Awesome. This program will send you a notification each Monday informing you if you need to water your lawn that week based on recent and forecasted precipitation. It will even tell you how much water needs to be applied and provide you with other irrigation tips.

**Take the guesswork out of your irrigation schedule!**

**Scan the code below to sign up for Weekly Watering Advice by Water is Awesome**

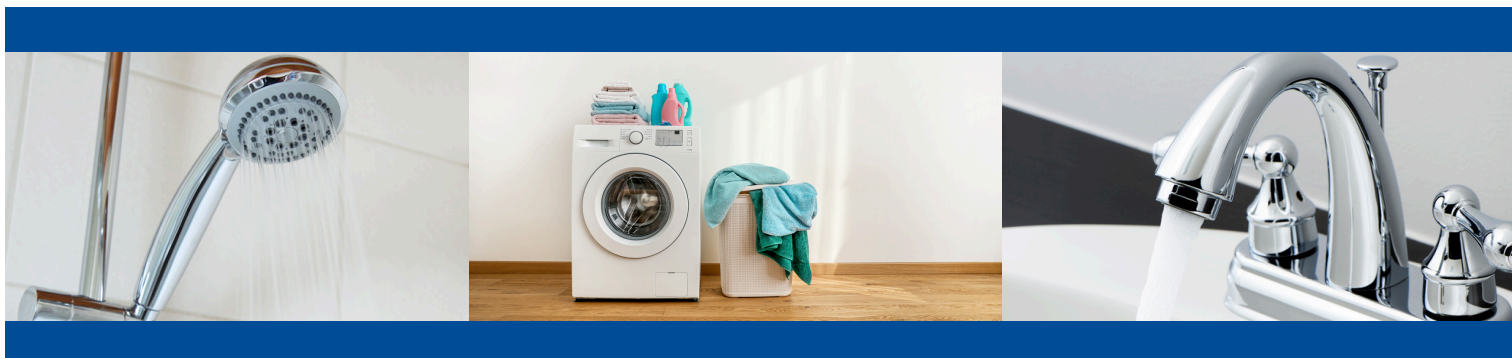


# Water Conservation

The conservation practices mentioned here are just a starting point for many ways we can make small changes in our lives and homes that make a big impact on conserving and protecting our precious water resources. Thank you for doing your part to make every drop count.

JCSUD also maintains a Water Conservation Plan in conjunction with our Drought Contingency Plan. These resources are available to view by visiting our website at [www.jcsud.com](http://www.jcsud.com)

- Water lawns early in the morning or late in the evening during the hotter summer months. Otherwise, much of the water used on the lawn can evaporate before soaking into the soil. To avoid excessive evaporation, use a sprinkler that produces large drops of water rather than a fine mist. Sprinklers that send droplets out at a low angle also help control evaporation. Adjust sprinkler heads as necessary to avoid waste and ensure proper coverage.
- Use drip irrigation systems for bedded plants, trees, or shrubs, or turn soaker hoses upside-down, so the holes are on the bottom. This will help avoid evaporation and use less water.
- Although we are more likely to notice leaks indoors, don't forget to check outdoor faucets, sprinklers, and hoses for leaks, so your irrigation system is working at its most efficient capability.
- According to the Texas Water Development Board, approximately 50% of all indoor water use is in our bathrooms. Shorten your shower by a minute or two and turn the water off while you wash your hair to save up to 300 gallons a month.
- When it's laundry day in your home, use your washing machine only to wash full loads of laundry and save up to 1,000 gallons a month. Washing dark clothes in cold water saves water and energy while it helps your clothes to keep their colors. When doing laundry, match the water level to the size of the load.
- If you use a dishwasher, never run the dishwasher without a full load. This practice will save water, energy, detergent, and money. Use the garbage disposal sparingly. Compost vegetable food wastes instead and save gallons every time.



# Low Pressure

If you experience low water pressure, there are several things to check within your home that could be causing the low pressure.

## Check Your Shutoff Valve

Make sure the shutoff valve on your side of the meter is fully open and the flow of water is not restricted. More information about opening and closing your shutoff valve is on the following page.

## Water Softener

Customers may notice a decrease in water pressure after having their water softener serviced. Make sure the person who serviced the water softener equipment fully opened the valve when the service or repairs were completed.

## Check for Leaks

Low water pressure can also be caused by an undetected leak. Some possible locations for leaks include faucets, toilets, water softeners, outside pipes, and outside spigots. More information on determining if you have a leak can be found on the next page.

## Inspect Fixtures

Issues with seals and connections can impact the water pressure coming out of the faucet, so it is important to not only inspect the faucet and fixture themselves but the connections as well. Clogged pipes can restrict flow of water, leading to low water pressure.

If you have eliminated the causes above and are still experiencing low pressure, please contact our office at 817-760-5200 during business hours. For after-hours emergencies, please call 817-760-5255.

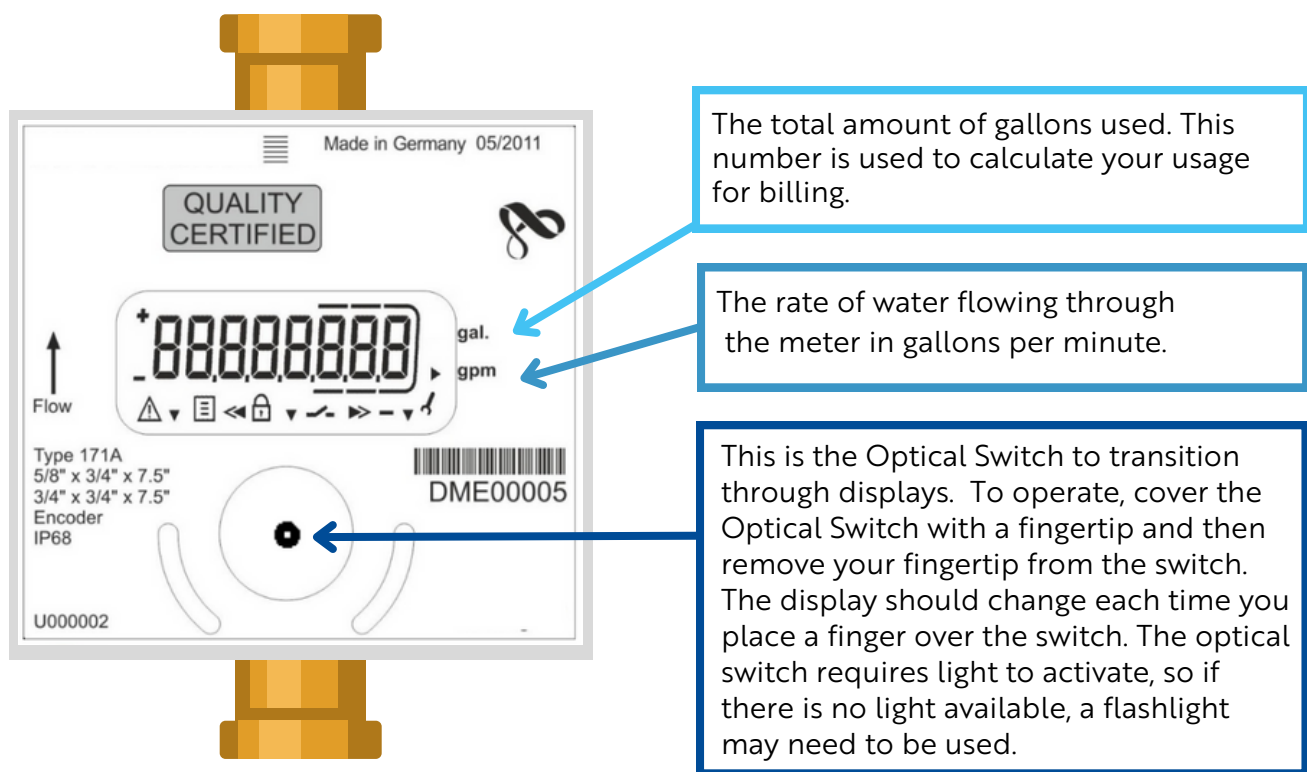


## Low pressure?

- ✓ Check shutoff valve
- ✓ Check water softener
- ✓ Check for leaks
- ✓ Check fixtures

# How to Read Your Meter and Check for Leaks

Knowing where your meter is and how to read it can be important, especially if you are concerned that you may have a leak. Your meter can be found inside of a meter box, which is generally towards the front of your property, near the street. The box is typically in a direct line with the main outside faucet and is housed in a concrete or plastic box usually marked "water meter". Remove the lid by using a tool, such as a large screwdriver, by inserting the tool into one of the holes to pry the lid off. Be careful when removing the lid not to unplug the node wiring attached to the lid from the meter.

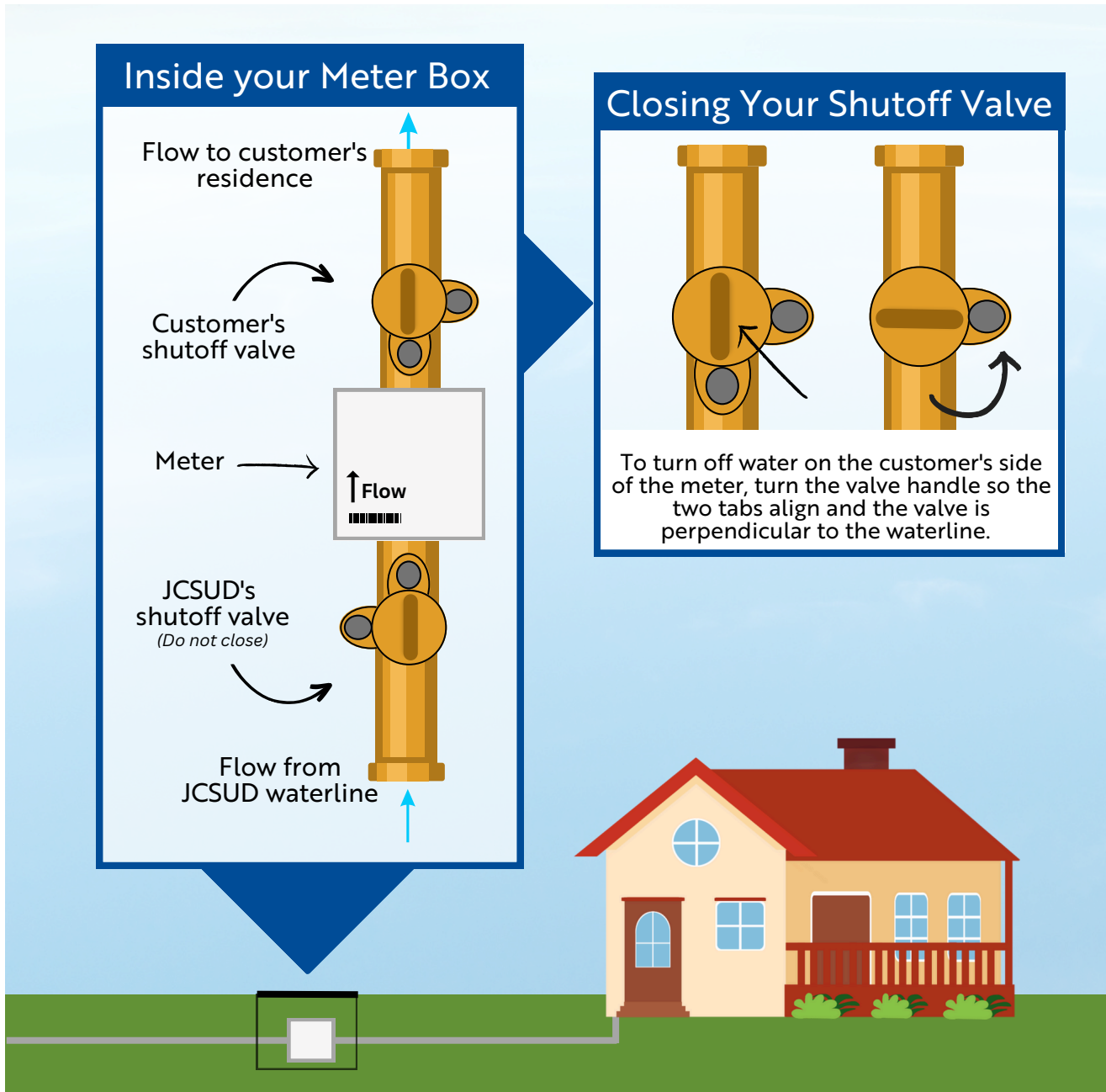


## How to Check for a Leak

- Make sure no water is being used inside or outside of your house.
- Locate the water meter box and remove the lid carefully to prevent damage to meter equipment or node wiring.
- Cycle to the flow rate screen on the meter using the optical switch.
- Any flow rate reading above 0.00 indicates a leak.

# Customer Shutoff Valve

There are many reasons why you need to know the location of the customer shutoff valve and how to close it. This valve is what supplies water to the whole house and distributes to other pipes and fixtures. In case of an emergency, like a broken pipe, you'll want to know where it's located so you can turn off the water right away. The diagram below provides instructions on how to close your shutoff valve.





# Contact Us

740 FM 3048  
Joshua, TX 76058

817-760-5200

After Hours Emergency Number: 817-760-5255

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

[Facebook.com/JCSUD](https://www.facebook.com/JCSUD)

