

Jan. 2022

P.O. Box 1868
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www.sharylandwater.com



One Year in Our New Building

This past October marked our first anniversary in the new Administration and Distribution Department Building, located at 321 S. Shary Blvd., Alton, TX 78573. While we are still exercising social distancing, our office is open and ready to serve our community. We are complying with all local, state, and federal regulations as they are issued. SWSC has implemented a mask requirement for all unvaccinated visitors.

Two New Ways to Pay Your Bill

This year, Sharyland Water Supply Corporation (SWSC) introduced two new ways to pay your water bill. Customers can now make their payments via phone by calling 1-877-583-8734. Customers must have their complete account number and credit/debit card ready at the time of payment. We have also added an autopay option to our online bill pay portal. Other payment options include our Office Lobby, drive-thru lanes, night deposit box, pay-by-mail, and remote pay locations, which include H.E.B., Walmart, and Junior's.

Property Ownership Changes

IF YOU NO LONGER OWN THE PROPERTY associated with this water account, please call our office at 956-585-6081, contact customersupport@sharylandwater.com, or go to our website at www.sharylandwater.com for details on transferring water services over to the new owner. As a member, you remain responsible for all charges on the account until you transfer service to the current owner.

Consumer Confidence Report (CCR) Electronic Delivery

SWSC will deliver your CCR through a weblink (URL) printed on your June 2022 water bill. You may type the URL into your browser address bar which will take you directly to the CCR, or you can go to our website, select "About Us" then click on "Water Quality Report". A paper copy will be made available upon request.

Annual Membership Meeting and Election of Directors

Our meeting will be held March 30, 2022. Information about this meeting will be mailed in late January. Any member of the Corporation interested in running as a candidate for an open position on the Board of Directors may contact the Corporation's Office Manager during business hours for an application starting January 7, 2022. Properly completed candidate applications must be received at the Corporation office no later than 12:00 Noon, February 14, 2022. Submissions after that time and date will not be accepted.

Sharyland WSC is an equal opportunity provider and employer.



Smart Meter Customer Portal Link Now Available

Last year, we installed Automated Meter Infrastructure throughout the water system. This year, as part of our ongoing efforts to improve services to our Customers, SWSC has added a portal to help you monitor your water usage, offering you direct and secure access to your usage data.

Customers can access this portal directly from their Online Bill Pay account by clicking the "My Meter Info" tab. Members that do not currently have online bill pay accounts will need to create an account to access the Customer Portal.

A guide for first time users is available. To access the guide, go to the Customer Service menu option, then click on Customer Portal. You can also access portal information using the app on your iPhone or Android phone by installing the app. Refer to pages 5 and 6 of the user guide for instructions.

HOLIDAY CLOSURES

New Year's Day
President's Day
Good Friday
Memorial Day
Independence Day
Labor Day
Veterans Day
Thanksgiving Day
Black Friday
Christmas Day

It is always a pleasure to serve you and this community. Have a safe and happy new year!