



P.O. Box 1868  
Mission, Texas 78573-0031

956-585-6081  
[www.sharylandwater.com](http://www.sharylandwater.com)

## December 2020

### Office closings for the Holidays:

December 25, 2020

January 1, 2021



### We've Moved

We moved into our new Administration and Distribution Department Building in October 2020. We are now located at 321 S. Shary Blvd., Alton, TX 78573, approximately 700 feet south of our previous office building. Our hours of operation remain the same, however, due to COVID-19 our offices are closed to walk-in traffic. COVID-19 is requiring important adjustments for the health and safety of our customers, staff, and community. We are complying with all local, state, and federal regulations as they are issued.

All new accounts and customers who need to transfer an account to a new owner should call (956) 585-6081 to schedule an appointment. We will assist in finalizing the transaction.

You may pay your bill at the drive-thru located on the southside of the building, at [www.sharylandwater.com](http://www.sharylandwater.com), by mail, at our night deposit, or visit our partners that will gladly take your payment, at H-E-B (Conway Ave & 3 Mile), Walmart (Conway Ave & 3 Mile), and Junior's Supermarket (Conway Ave & 5 Mile).

### Property Ownership Changes

IF YOU NO LONGER OWN THE PROPERTY associated with this water account please contact our office at (956) 585-6081 to schedule an appointment or contact [customersupport@sharylandwater.com](mailto:customersupport@sharylandwater.com).

As a member you remain responsible for all charges on the account until you transfer the account to the current owner.

### Automated Meter Infrastructure (AMI/ Smart Meters) Project and Customer Notification System

Our AMI system has been installed throughout the water system. All existing domestic use meters have been replaced with this new technology.

The main attribute of our AMI software will be the Customer Notification System. This system will send messages by text, email, or phone call in the event of water service interruptions or when an important message needs to be sent to customers.

Additional features will enhance our AMI software and allow customers access to historical use data and useful water conservation and troubleshooting tips through the customer portal. This system will be available for customers to use on our website by mid-2021.

Your contact information must be current to receive notifications. Please visit our website and select "Customer Service" then click on the "Customer Notification System" link to update your information and submit the form.

### Consumer Confidence Report (CCR) Electronic Delivery

Sharyland WSC will direct deliver your CCR through a web link (URL) printed on your June 2021 water bill. You may type the URL into your browser's 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 available upon request.

### Annual Membership Meeting and Election of Directors

Our meeting will be held Wednesday, February 24, 2021. Information about this meeting will be mailed in late January. After December 4, 2020, 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. Properly completed candidate applications must be received in the Corporation office by 12:00 Noon, Monday, January 11, 2021. Submissions received after that time and date will not be accepted.

*It is always a pleasure and honor to serve you and this community.  
We wish you all a happy, safe and blessed holiday season and New Year.*

*Sharyland WSC is an equal opportunity provider and employer.*