

## FREQUENTLY ASKED QUESTIONS

- **Our office location** is in Center Point, east of Kerrville, one block south of Hwy. 27. The address is 133 CP River Road. Office hours are from 8:30 A.M. to noon. Payments can be dropped off at this location. There is a door drop if needed.
- **Payments** in full must be received on or before the 10<sup>th</sup> of the month to avoid the \$5.00 late charge.
- **If snail-mailing payment**, please mail to the PO Box 418.
- **Meters** are read on or about the 20<sup>th</sup> of each month, after which bills are sent out shortly after. If your bill is not received before the 1<sup>st</sup>, please call us at 830.634.2321.
- **The Deposit** can be waived if you can give us a Letter of Credit for one full year of good credit from a prior utility service.