

# MACBEE SPECIAL UTILITY DISTRICT

P.O. BOX 780

WILLS POINT, TEXAS 75169

Office: 903-873-2109 Website: [www.macbeewater.com](http://www.macbeewater.com) Email: [macbee.s@att.net](mailto:macbee.s@att.net)

## GENERAL

MacBee Special Utility District continues to experience substantial growth throughout our extensive service area. Our service area covers two hundred square miles in western Van Zandt County, northeast Kaufman County, and Southern Hunt County.

**All earnings received to MacBee Special Utility District are utilized solely for system operating costs and improvements. We are a non-profit organization with a current customer base with over 2800 accounts and continue to grow.**

We have a nine-member Board of Directors that meets on the second Monday of each month. Our staff includes nine employees, six who support our daily field operations, and a three-member management team who oversee our overall daily operations.

## LOOKING TO THE FUTURE

MacBee SUD is actively pursuing and performing system upgrades to improve our ability to better serve our customers, through water main extensions, pipe replacements, meter replacements, along with water well and plant fortifications.

\*\*\*\*A water rate increase will be necessary due to the increased cost of operations and system improvements needed to supply the demand of our growing customer base. The Board of Directors will work diligently to keep the water rate increases to a minimum while ensuring the necessary improvements. \*\*\*\*

## Thank You

At MacBee we aim to provide our customers with safe, clean water. We thank you for allowing us to provide you with our services and encourage you to reach out with any questions or concerns. We thank you for bearing with us during these challenging times of growth and updates!

## WEBSITE AND OTHER IMPORTANT INFORMATION

If you have not visited our website at [www.macbeewater.com](http://www.macbeewater.com), please do so. It is a vital tool to help keep our customers informed of the happenings within MacBee.

- Alert System - The system will email/text our customers with important operational news as it becomes available.
- To keep our customers even more informed, we will soon begin using an outbound call system to help make our customers aware of any critical information.
- Rates & Fees along with Bill Pay Options.
- News, Notices, and Consumer Confident Reports.
- Conservation Tips and Helpful Information.

## CUSTOMER REMINDERS

Please notify our office if you notice any standing or running water in any location.

Customer leaks are a primary contributor to high water bills. Please be watchful of the service line that exits your meter, along with running toilets, dripping inside or outside faucets, or any other potential leak source.

Please ensure your phone number and address on your water account are up to date.

Please remember to call our office or 811 anytime a water line needs to be located before construction.