First of all, welcome to Jackson Water Supply Corp. We strive to serve our community with quality water, friendly service and to be diligent in our duties to this community. This is a little checklist to help speed up the process when starting new service. We are available for questions at [accounts@jacksonwatersupply.com](mailto:accounts@jacksonwatersupply.com) or by phone 903-566-1320 Mon-Fri 8am-4pm.

How to start call or come by the office located at 17764 CR 26 Tyler, Tx 75707 you will need the address to the property. It is import that the address is complete and accurate so our field staff can work efficiently to complete their part of this process. We will look up the address and determine the next step in the process. If it is a transfer of established service you can skip to the next section. If it requires a Service Investigation there will be a $30.00 fee payable by check or money order only. This can take a few days depending on the field schedule. The Service Investigation will help us determine the cost of service. The cost is determined based on different factors so this step has to be completed to move forward with pricing. After the price is determined and you decide to start new service the $30.00 will be applied to the new service.

There are several parts to our service agreement:

1. Application 1 Signature
2. Service Agreement 1 Signature
3. Confidentiality Form 1 Signature
4. Rates and Fees 1 Signature
5. Rules for Paying Your Water Bill 1 Signature
6. 6 Right of Way Easement 1 Signature (Notary Required and available in house for
7. Expansion Information no additional charge)

Things you need to bring with you:

1. Deed of Trust
2. Driver’s License or State issued picture ID

We do not accept cash for security reasons but we offer several other ways to pay.

1. Money Order
2. Check
3. Cashier’s Check
4. Debit / Credit Card

A few important things to know. A standard meter set can take up to 2 weeks to complete. A meter set that requires a road bore can take up to 6 weeks due to permitting requirements from the county and type of road. The rate and fee page has important information so read it carefully. There is a minimum fee charged to all customer’s who have a meter. Let me explain what this means. This means that even if you use no water there will still be a bill. This is an access charge. We are providing you with access to water and have a meter on your property that belongs to the Corporation so you pay a minimal charge monthly for that. The fees that are paid when you start service are installation, equity, membership and inspection fees. These fees are not to purchase the meter. The meter always remains the property of the Corporation.

Again, I want to say thank you and we look forward to serving you,

JWSC