

OUR COMMITMENT TO QUALITY

The City of Big Spring is committed to providing dependable, high-quality and reasonably priced water services.

Our water, supplied by the Colorado River Municipal Water District (CRMWD), comes from one of or a combination of three reservoirs: Lake O.H. Ivie, Lake J.B. Thomas and Lake E.V. Spence. WE are proud to report that our water meets or exceeds all Federal and State drinking water quality requirements and standards.



City of Big Spring Utilities

Water Office Hours

Monday – Friday

8 a.m.-5 p.m.

Sanitation Department

432-264-2378

Utility Maintenance Department

432-264-2392

Water Office Supervisor:

Felicia Guerra

432-264-2540

Water Office Billing Clerk:

Aricka Grove

432-264-2543

Water Office Clerks:

Amanda Sepeda

432-264-2542

Linsa Ramirez

432-264-2544

CITY OF BIG SPRING Water Department

**501 Runnels Street
Big Spring, Texas 79720**



City of Big Spring Water Department

**501 Runnels Street
Big Spring, Texas 79720
Phone: 432.264.2542
Fax: 432.264.2527
www.mybigspring.com**



***BIG SKY, BIG HEART,
BIG SPRING***

Phone: 432.264.2542

Frequently Asked Questions

What do I need to start service?

- Applicant must be 18 years of age
- A VALID photo ID
- Social Security Card
- Lease Agreement / Proof of Ownership
- Deposit must be paid at the time of application for water service as follows:
Residential \$50.00- \$150.00*
Commercial \$ 75.00

*A soft credit check will determine amount of deposit.

What services are included on my bill?

Customers receive a monthly bill that includes charges for water, sanitation and sewer.

How do I pay my bill?

Payments can be made at the water billing office. You can also mail your payment or pay online at www.bigspring.com*

*First time online users will need their account number and exact amount of the last payment made in order to set up a user account.

Can I get an extension if I cannot pay by the due date?

Yes. Extension requests must be made in person at the water billing office BEFORE the disconnection date on the disconnection notice.

How much will my service cost?

Water Service - Inside City Limits

(Base Rate) \$30.00/month

Usage Rates

Residential, Inside City Limits (Rates double for Outside City Limits)

0-2,000 gallons	\$1.50
3,000-10,000 gallons	\$3.75
11,000-20,000 gallons	\$5.25
21,000-50,000 gallons	\$5.51
Over 50,000 gallons	\$5.78

Meter sizes vary from 5/8" to 12". Monthly base rates are based on meter size.

Commercial, Inside City Limits (Rates double for Outside City Limits)

0-50,000 gallons	\$3.98
51,000-100,000 gallons	\$4.99
>100,000 gallons	\$5.31

Sewer Service

Residential (Base Rate) \$13.00/month

Sewer Rate (90% per 1000 gallons used) \$1.50

Commercial (Base Rate) \$20.00/month

Sewer Rate (90% per 1000 gallons used) \$2.00

Sanitation Service

Residential Base Rate \$19.10

Commercial rates are based on container size and frequency of collection.

Environmental Fee

\$1.25 Applied to every account that has sanitation service.

Transfer Fee

A transfer fee of \$15.00 will be applied to the first bill after transferring service.

Water costs money DON'T WASTE IT...

A small leak might not look like much but over even a short period of time, it can cost you more than you think.

Call the City of Big Spring Utility Department at 432-264-2392, if you notice:

- Water spewing from the meter or the meter connections (the nuts and bolts that connect the meter to the cut-off valve or your water line.)
- Water running in the street.
- A broken/leaking fire hydrant.
- Water leak by the curb.

Please be sure to have the location and/or address of the leak before calling.

