

## 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 Billing Office

501 Runnels Street  
Big Spring, Texas 79720  
(432) 264-2542

Hours: Monday thru Friday  
8 a.m.—5 p.m.

### Water Department Supervisor

Felicia Guerra  
264-2540  
fguerra@mybigspring.com

### Sanitation Department

264-2378

### Utility Maintenance Department

264-2392



## BIG SKY, BIG HEART BIG SPRING



## CITY OF BIG SPRING WATER DEPARTMENT

501 Runnels Street  
Big Spring, Texas 79720  
(432) 264-2542

# Frequently Asked Questions

## What do I need to start service?

- A VALID photo ID
- Applicant must be eighteen years of age or older
- Deposit must be paid at the time of application for water service as follows:  
\$50.00 for residential service  
\$75.00 for commercial

service

## 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 every month?

Payments can be made at the water billing office. You can also mail your payment or pay online at [www.mybigspring.com](http://www.mybigspring.com). First time online users will need their account number and the exact amount of the last payment made in order to set up a user account.

## Can I get an extension on my utility bill if I cannot pay by the due date?

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

## How much will my services cost?

### Water Service - Inside City Limits

(base rate) **\$30.00/month**

### Usage Rates-

(Residential, Inside City Limits) **Per 1000 gallons used**

0-2,000 gallons	<b>\$1.50</b>
3,000-10,000 gallons	<b>\$3.75</b>
11,000-20,000 gallons	<b>\$4.25</b>
21,000-50,000 gallons	<b>\$4.50</b>
Over 50,000 gallons	<b>\$4.75</b>

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

(Commercial, Inside City Limits)

0-50,000 gallons	<b>\$3.75</b>
51,000-100,000 gallons	<b>\$4.00</b>
>100,000 gallons	<b>\$4.25</b>

### Sewer Service

#### Residential

Base Rate	<b>\$13.00/mo.</b>
Sewer Rate (90% per 1000 gallons used)	<b>\$1.50</b>

#### Commercial

Base Rate	<b>\$20.00/mo.</b>
Sewer Rate (90% per 1000 gallons used)	<b>\$2.00</b>

### Sanitation Service

Residential Base Rate	<b>\$15.50/mo.</b>
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*Commercial rates are based on container size and frequency of collection.*

### Environmental Fee

Applied to every account that has sanitation service.	<b>\$1.25/mo.</b>
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### Transfer Fee

Transfer service requests must be submitted in person to the Water Billing office.	<b>\$15.00</b>
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## 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.

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