

CADDO BASIN SUD

Q1 JANUARY 2025



THE 4 P'S

Preparing for winter involves taking care of the four P's: people, pets, plants, and pipes.

For **people**, ensure everyone has warm clothing, blankets, and any needed medications to stay safe during cold weather in the event of emergency.

Protect **pets** by providing them with proper shelter, warm bedding, and outdoor care to prevent frostbite or hypothermia.

For **plants**, consider bringing them indoors or covering them with protective materials to shield them from freezing temperatures.

Finally, take steps to protect **pipes** by insulating them and letting faucets drip to prevent freezing and bursting during extreme cold.

WINTER NEWSLETTER

BILLING CYCLE

We run our billing cycle a month behind, which means your usage is a month behind, too. Every month, we read for bills on the 10th, we send out bills on the last business day of the month, and then your bills are due on the next 15th. For example:

**NOVEMBER 10TH THROUGH
DECEMBER 10TH USAGE = JANUARY
BILL, DUE ON JANUARY 15TH**



MAIL REMINDER!

During bank holidays, postal services may be slower than usual, as many postal offices will be closed or operating with reduced staff. This can result in delays for both mail delivery. If you're sending out mail around a bank holiday, it's a good idea to send earlier to allow extra time for it to arrive.

We recommend checking with your local postal service for specific holiday schedules.

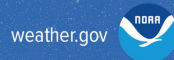


**REMEMBER: SIGN UP FOR
E-BILLS AND RECEIVE
YOUR STATEMENT UP TO
A WEEK EARLY!**

WINTERIZE Your Home



Your home isn't the only one that can be winterized.
Your neighbors and those most vulnerable might need your help too!



SUGGESTION BOX

We value your feedback! Please take a moment to share your thoughts and suggestions on how we can improve our services. Your input helps us provide better quality and customer experience. Whether it's about our water quality, delivery, or anything else, we'd love to hear from you. Thank you for helping us serve you better!



Take a photo of this QR code or go to <https://qha00acimtp.typeform.com/to/CZCxtss8>

ALERTS

If you want to receive alerts when we are performing maintenance or there is an outage in your area, be sure to follow us on Facebook or sign up for alerts by clicking the red "Sign Up for Alerts" button on our website.

Find us at:

- facebook.com/CaddoBasin
- caddobasin.com

