

SECTION G.
RATES AND SERVICE FEES

UNLESS SPECIFICALLY DEFINED IN THIS RATE ORDER, ALL FEES, RATES, AND CHARGES AS STATED SHALL BE NON-REFUNDABLE.

1. **Classes of Users** – All users of the District’s water services shall be classified as either standard or nonstandard service, as further defined in Section E and Section F of this service policy.
 - a. Customer/Residential users, consisting of residential users located within the District.
 - b. Business/Commercial users, consisting of users located within the District to which service to a non-residential structure is provided.
 - c. Industrial users, consisting of users located within the District to which service to a non-residential structure producing goods.
 - d. Institutional users, consisting of users located within the District to which service to a non-residential structure dedicated to public service such as schools and churches.
 - e. Wholesale/outside District users, consisting of residential or commercial users located outside the District.
 - f. Agricultural/irrigation users, consisting of users for growing crops and/or to raise livestock.
 - g. Multifamily/apartments users, consisting of users that are master metered.
 - h. Multihookup/RV park users, consisting of users that are master metered and charged by hookup.

Water charges will be assessed in such a manner that each class of users generally pays its share of debt service and operation and maintenance expenses for water service. Charges to outside district customers may be assessed to recognize the additional costs associated with the serving outside District customers or the risk that these customers may have other options for receiving service and may not continue being district customers. Other classes of users may be added in the future if necessary.

All classes of users may be grouped into sub-classes according to the meter size provided to their residence and/or commercial establishment.

2. **Service Investigation Fee.** The District shall conduct a service investigation for each service application submitted to the District. An initial determination shall be made by the District, without charge, as to whether the service request is standard or nonstandard. An investigation shall then be conducted, and the results reported under the following terms:
 - a. All standard service requests shall be investigated without charge and all applicable costs shall be quoted in writing to the applicant within ten (10) working days of application.
 - b. All nonstandard service requests shall be subject to a fee, appropriate to each project, of sufficient amount to cover all administrative, legal, and engineering fees required by the District to:

- 1) provide cost estimates of the project,
- 2) develop detained plans and specifications as per final plat,
- 3) advertise and accept bids for the project,
- 4) execute a nonstandard service contract with the applicant, and
- 5) provide other services as required by the District for such investigation.

3. **Deposit. Deposit Changed Effective September 10, 2013**

a. At the time the application for service is approved, an Applicant shall pay an account deposit which will be held by the District, without interest, until settlement of the customer's final bill. The Deposit will be used to offset final billing charges of the account. In the event that a surplus of FIVE DOLLARS (\$5.00) or more of the deposit remains after the final bill is settled, the balance will be paid to the customer within 45 days, provided the District is given a suitable address. All requests for refunds shall be made in writing and should be filed within 90 days of termination. In the event that an outstanding balance exists after the Deposit is applied, the District shall attempt to collect the outstanding balance by all lawful means available.

- 1) The Deposit for water service is \$200.00 for each service unit.
- 2) The Deposit for oversized or Master Metered Accounts shall be based on multiples of meter size equivalence.

5/8" meter = \$200.00 X 1 service unit = \$ 200.00 deposit

3/4" meter = \$200.00 X 1.5 service unit = \$ 300.00 deposit

1" meter = \$200.00 X 2.5 service unit = \$ 500.00 deposit

1 1/2" meter = \$200.00 X 5 service unit = \$ 1000.00 deposit

2" meter = \$200.00 X 8 service unit = \$ 1600.00 deposit

3" meter = \$200.00 X 18 service unit = \$ 3600.00 deposit

b. If the District is not provided with a suitable address to send the balance of a depositor if after sending the balance it is returned by the postal service, the District will hold the funds for the customer to claim for a period of three years. After the three year holding period has expired, the District will turn the money over to the Texas Comptroller Office. The customer may still claim their deposit once deposited with the Comptroller's Office.

4. **Easement Fee.** When the District determines that private right-of-way easements and/or facilities sites are necessary to provide service to the Applicant, the Applicant shall be required to make good faith efforts to secure the necessary easements and/or sites on behalf of the District and/or pay all costs incurred by the District in validating, clearing, and retaining such right-of-way easements in addition to tap fees otherwise required pursuant to the provisions of this Service Policy. The costs may include all legal fees and expenses necessary to attempt to secure such right-of-way and/or facilities sites in behalf of the Applicant. (See Section E.4.c. (2), Section F.7.a.)

5. **Installation Fee (Tap Fee).** The District shall charge an installation fee for service as follows:

Tap Fee Rate Change Effective February 8, 2022

- a. **Standard Service** shall include:

- 1) Tap Fees - all current labor and materials necessary to provide individual water meters,
- 2) Engineering fees,
- 3) Legal fees,
- 4) Customer service inspection fees, and
- 5) Administrative costs necessary to provide individual metered water and shall be charged on a per tap basis on distribution lines 6" or smaller as follows:

<u>Meter Size</u>	<u>Water Installation (Tap) Fee</u>
5/8" X 3/4"	\$ 1000.00 Tap Fee + \$ 200.00 deposit
3/4"	\$ 1200.00 Tap Fee + \$ 300.00 deposit
1"	\$ 1200.00 Tap Fee + \$ 500.00 deposit
1 1/2"	\$ 1600.00 Tap Fee + \$ 1000.00 deposit
2"	\$ 1600.00 Tap Fee + \$ 1600.00 deposit
3"	\$ 4000.00 Tap Fee + \$ 3600.00 deposit

- b. **Nonstandard service** shall include:

- 1) Facility improvement costs: including but not limited to tanks, piping, main lines, hydrants and other labor materials necessary to provide service at the level required by water code and as requested by the applicant;
- 2) line and facility inspection fees;
- 3) administrative costs, including but not limited to, contract administration costs, processing invoices, disbursement of checks to contractors;
- 4) legal fees, including but not limited to, contract development, easements, water rights, permits and CCN amendments for the area;
- 5) Engineering fees; and
- 6) any additional site-specific equipment or appurtenances necessary to provide water service as determined by the District under the rules of Section F of this service policy (includes tap fee(s)).

Residential service requiring tapping of a line larger than 6" is considered **nonstandard service**; therefore, costs will be determined at the General Manager's discretion. Tapping directly off of the 24" main distribution line for residential service will no longer be allowed. Customers will be required to pay all associated costs for a service line extension for the installation of a smaller line off which the customer's line can be tapped.

- c. Standard and Nonstandard service installations shall include all costs of any pipeline relocations as per Section E.4.c.4) of this service policy or other system improvements.

6. **Monthly Charges.**

a. **Service Availability Charge (Base Rate)**

- 1) Water Service – The monthly charge for metered water service, which may or may not include allowable gallonage, is based on demand by meter size. Each charge is assessed based on the number of 5/8" X 3/4" meters (as per American Water Works Association maximum continuous flow specifications equivalent to the size indicated and is used as a base multiplier for the Service Availability Charge and allowable gallonage). Rates and equivalents are as follows.
- 2) RV Water Service – The monthly charge for each hook up spot will be 50% of current base rate plus usage.

METER SIZE	METER SIZE (# HOUSEHOLDS)	RATE CODE	MONTHLY RATE
Rate Change Effective Billing Period 9/15/22 – 10/15/22 Bill Due 11/10/22			
5/8" X 3/4"	1.0	01	\$43.00 Water Availability Charge \$6.20 per 1,000 gallons
3/4"	1.5	05	\$64.50 Water Availability Charge \$6.20 per 1,000 gallons
1"	2.5	07	\$107.50 Water Availability Charge \$6.20 per 1,000 gallons
1 1/2"	5.0	08	\$215.00 Water Availability Charge \$6.20 per 1,000 gallons
2"	8.0	10	\$344.00 Water Availability Charge \$6.20 per 1,000 gallons
3"	18.0	12	\$744.00 Water Availability Charge \$6.20 per 1,000 gallons

7. **Late Payment Fee.** Once per billing period, a penalty of \$10.00 or 10% of bill which ever is greater shall be applied to delinquent bills. This late payment penalty shall not be applied to any balance to which the penalty was applied in a previous billing, but shall be applied to any unpaid balance during the current billing period.

NOTE: The District cannot charge political subdivisions and state agencies the late payment fee. (Texas Government Code Chapter 2251.021)

8. **Regulatory Assessment Fee.** A fee of 0.5% of the amount billed for water service will be assessed each customer, as required by Texas law and TCEQ regulations.
9. **Meter Relocation Fee.** The District shall charge the current installation fee for the costs necessary upon the customer's request that their meter be relocated. The old tap will then be removed.
10. **Road Cut or Road Bore Inspection Fee.** The District shall charge a fee of \$100.00 to inspect the crossing after the contractor completes the road cut or road bore.
11. **Returned Check Fee.** In the event a check, e-Check, draft, or any other similar instrument is given by a person, firm, District, partnership to the District for payment of services provided for in this Service Policy, and the instrument is returned by the bank or other similar institution as insufficient or non-negotiable for any reason, the account for which the instrument was issued shall be assessed a return check charge of \$35.00 and returned e-Checks will be charged a fee of \$40.00.
12. **Reset Fee (Re-Service Fee).** The District shall charge a fee of \$100.00 for reconnecting service after the District has previously disconnected the service for any reason provided for in this Service Policy.
13. **Service Fee.** The District shall charge a fee of \$25.00 for setting up your account for new service when the service is being changed over to a new customer or location change by current customer and the meter is still active. Your account must be brought current if past due at time of the transfer. This includes reading the meter for your beginning reading and processing paperwork.
14. **Reconnect Fee (Locking/Unlocking Fee).** The District shall charge a fee of \$50.00 during office hours and \$100.00 after office hours for unlocking the water meter after the District has locked the meter due to non-payment of the water bill, prior to removal of the meter due to non-payment.
15. **Equipment Damage Fee.** If the District's facilities or equipment has been damaged by tampering, by-passing, installing unauthorized taps, reconnecting service without authority, or other service diversion, a fee shall be charged equal to the actual costs for all labor, material, and equipment necessary for repair, replacement, and other District actions. This fee shall be charged and paid before service is re-established. If the District's equipment has not been damaged, a fee equal to the actual costs for all labor,

material, equipment, and other actions necessary to correct service diversions, unauthorized taps, or reconnection of service without authority shall be charged. All components of this fee will be itemized, and a statement shall be provided to the Customer. If the District's facilities or equipment have been damaged due to negligence or unauthorized use of the District's equipment, right-of-way, or meter shut-off valve, or due to other acts for which the District incurs losses or damages, the Customer shall be liable for all labor and material charges incurred as a result of said acts of negligence.

Note: Payment of this fee will not preclude the District from requesting appropriate criminal prosecution.

16. **Customer History Report Fee.** A fee of \$5.00 shall be charged to provide a copy of the Customers record of past water purchases in response to a Customer's request for such a record.
17. **Meter Test Fee.** The District shall test a Customer's meter upon written request of the Customer. Under the terms of Section E of this Service Policy, a charge of \$25.00 shall be imposed on the affected account.
18. **Non-Disclosure Fee.** There will be no fee assessed to any customer requesting in writing that personal information under the terms of this Service Policy not be disclosed to the public.
19. **Trip Fee. (Customer request trip to meter)** The District shall charge a fee of \$60.00 during office hours and/or \$100.00 after office hours if a customer requests the district make a trip to their meter for a reason requested by the customer. Including but not limited to: turn the water off at the meter, check to see if customer has a leak on their side, check pressure at the meter, etc.
20. **Information Disclosure Fee.** All public information except that which has been individually requested as confidential shall be available to the public for a fee to be determined by the District based on the level of service and costs to provide such information, but not to be inconsistent with the terms of the Texas Publication Information Act: Chapter 552, Texas Government Code.
21. **Additional Assessments.** In the event any federal, state or local government imposes on the District a "per meter" fee or an assessment based on a percent of water charges, this fee or assessment will be billed and collected as a "pass through" charge to the customer.
22. **Other Fees.** All services outside the normal scope of utility operations that the District may be compelled to provide at the request of a customer shall be charged to the recipient based on the cost of providing such service. ie: feasibility studies, state permits.