

ECCFWSD CUSTOMER SERVICE POLICY RESOLUTION - (CSR)

A RESOLUTION by the Board of Directors of the East Cedar Creek Fresh Water Supply District, establishing rates for services by the District's waterworks and sanitary sewer system; enacting provisions incident and relating to the billing and collection of such water and sewer charges; prescribing an effective date such rates are to become effective and replacing all resolutions, orders, or order in conflict with the provisions hereof.

WHEREAS, the East Cedar Creek Fresh Water Supply District owns a waterworks and sanitary sewer system and this Board has now determined what the rates and charges should be for the services provided by such system; now therefore,

BE IT RESOLVED BY THE BOARD OF DIRECTORS OF THE EAST CEDAR CREEK FRESH WATER SUPPLY DISTRICT:

SECTION 1: That the rates and charges for water and sewer services to be provided by the District shall be and the same are hereby established and fixed to be as follows:

- I. RESIDENTIAL METER UNIT EQUIVALENT (MUE) CLASSIFICATIONS: MUE means a single dwelling unit served by a 5/8-inch water meter and based on District Historical consumption records of 170 gallons per day and having a peak demand of 10 gpm or less. MUE for sewer is a single unit dwelling served by a 5/8-inch water meter unit discharging typical domestic strength wastewater from the dwelling and based on District Historical production records of 130 gallons per day. Typical Domestic Strength Wastewater is defined as wastewater having a bio-chemical oxygen demand (BOD) of 250 mg/L or less with no excessive concentrations of unwanted chemicals or metals. For meters greater than a 5/8-inch refer to section VI a (2) water and VI b (1) sewer for MUE fees.____
 - a) Customers discharging a waste stream strength greater than 250 mg/L BOD and or unwanted chemicals or metals that cannot be adequately treated within permit parameters by the District's wastewater treatment plant using existing treatment processes shall be classified as Non-Standard regardless of the water meter size classification. A MUE is defined as the District's standard unit of measurement for water and wastewater service.
- II. GUEST HOUSE CLASSIFICATION: See –“Guest House Policy”. A residence with a guest house will be serviced by a minimum of ¾” meter and have a sewer billing cap (see Section V. b) Sewer Rates) of double the residential rate.
- III. COMMERCIAL CLASSIFICATION: Means a single unit business served by a 5/8-inch water meter or greater. Water demands requiring greater than a ¾ -inch water meter will be classified as a non-standard service. A commercial sewer service is any customer with a commercial water meter, discharging domestic strength wastewater from that business. Quantities greater than a one MUE or type of sewer other than domestic strength wastewater will be classified as a non-standard service. For new development please refer to the District's Section IV. “Non-standard Service Classification” document.

NOTE: (All new customers are required to have installed a separate meter for each unit, business or dwelling, unless otherwise approved by the District's Board of Directors).

IV. Non-Standard Service Classification: Any customer / developer requiring greater demands than defined under the Residential and or Commercial classification must obtain the District's Non-Standard Service Agreement for application process. (Examples of non-standard service)

- a) Meters larger than ¾” servicing only one (1) facility.
- b) Multiple units, businesses, public units and industry (i.e., apartments, trailer parks, business plazas, schools, processing and production shops.)

- c) Multiple units or dwellings with short-term occupancy, but, normally occupied (i.e., apartments, motels and hotels.)
- d) Multiple unit businesses or dwellings with short term highly seasonal extremely varied occupancy, (i.e., R.V. parks and marinas.)
- e) Development requiring sub-platting of property, extension of water and sewer infrastructure and or enlarging of existing infrastructure to meet developer needs ECCFWSD has adopted by resolution "Notice of Requirement to Comply with the Subdivision and Service Extension Policy" for such sale or development service needs and is a separate document, however referenced in the CSR for public notification.

V. **RATES:**

a) **WATER RATES:**

Meter Size	Base Charge	Gal Included in Base	Overage per 1,000 gallons over base
5/8-inch	\$14.76	0	\$3.25
¾-inch	\$21.90	0	3.25
1-inch"	\$36.15	0	3.25
1 ½-inch"	\$71.82	0	3.25
2-inch"	\$114.61	0	3.25
3-inch"	\$228.71	0	3.25
4-inch"	\$319.25	0	3.25

ADDITIONAL FRANCHISE FEES

Residents within the city limits of Payne Springs includes an additional 4% franchise fee assessed by the City of Payne Springs.

Residents within the city limits of Enchanted Oaks includes an additional 2% franchise fee assessed by the City of Enchanted Oaks.

b) **SEWER RATES – Based on metered water consumption**

Meter Size	Base Charge	Gal Included in Base	Cost per 1,000 gal	Billing Cap
5/8-inch"	\$ 22.46	0	\$3.50	\$41.22
¾-inch"	\$ 33.69	0	\$3.50	\$83.32 Residential Only
1-inch"	\$ 56.15	0	\$3.50	None
1 ½-inch"	\$112.3	0	\$3.50	None
2-inch"	\$179.68	0	\$3.50	None
2 ½-inch"	\$269.52	0	\$3.50	None
3-inch"	\$359.36	0	\$3.50	None
4-inch"	\$561.50	0	\$3.50	None
6-inch"	\$1,123.00	0	\$3.50	None

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VI FEES, DEPOSITS, CHARGES AND RELATED REGULATIONS:

a) WATER SERVICE.

	5/8"meter	3/4 " meter	1" meter	1 ½" meter	2" meter
Connection Fee (Includes actual tap installation cost and District's MUE calculation (revised as necessary))	\$ \$2,027.00	Based on Actual Tap Expense & MUE Calculation	Based on Actual Tap Expense & MUE Calculation	Based on Actual Tap Expense & MUE Calculation	Based on Actual Tap Expense & MUE Calculation
Road Bore (if required and maximum length of 25-feet and or 4-inch diameter)	\$325.00	\$325.00	\$325.00	\$390.00	\$ \$390.00
Service Inspection Fee New Installations and Remodels Only	25.00	\$50.00	\$50.00	\$50.00	\$50.00
Meter Test	100.00	\$150.00	\$150.00	\$200.00	\$250.00

1) 3-inch Meter and above to be quoted Based on Actual Tap Expense and MUE Calculation
 On new installations, no meter will be set until plumbing has passed all plumbing code enforcement policies required within the jurisdiction of the dwelling requiring water and or sewer service and by ECCFWSD Customer Service Inspector for proper installation of customer shut off valve and cross connection prevention compliance.

2) CONNECTION FEE: includes actual material, and labor expense for the water tap installation. The standard MUE fee is \$1,200.00. MUE calculation: Engineer's estimated capital cost for facility construction upgrade of \$6.00 per gallon (year 2007 dollar value) and the District's historical records reflect an average of 170 -gallons per day for a water MUE.(\$6.00 times 170 -gallons = \$1,020 .00) Reference: Texas Water Code 49.212(d)

METER UNIT EQUIVALENT (MUE) BY METER SIZE		
WATER METER SIZE	DEMAND FACTOR	MUE FEE / METER SIZE
5/8 METER	1	\$ 1,020.00
3/4 METER	1.5	\$ 1,530.00
1-INCH METER	2.5	\$ 2,550.00
1 1/2-INCH METER	5	\$ 5,100.00
2-INCH METER	8	\$ 8,160.00
3-INCH METER	16	\$ 16,320.00
4-INCH METER	25	\$ 25,500.00

3) Road Bores greater than 25-feet in length and or greater than 4-inch diameter will be installed by sub-contractors and billed at actual cost of job.

All Water Non-Standard Service Fees will be based upon Water MUE equivalency unit demands.

b) WASTE WATER SERVICE

	5/8-inchmeter Gravity Sewer	5/8-inch Meter Pressure Sewer	Gravity Sewer 3/4" Meter or greater	Pressure Sewer 3/4" Meter or greater
Connection Fee (Includes actual tap installation cost and District's MUE calculation, revised as necessary)	\$ \$1,812.00	\$ \$3,941.00	Based on Actual Tap Expense & MUE Calculation	Based on Actual Tap Expense & MUE Calculation
Road Bore (if required and maximum length of 25-feet and or 4-inch diameter)	\$650.00	\$390.00	Actual Cost	Actual Cost
Service Inspection Fee New Installations and Remodels Only	25.00	50.00	50.00	50.00
Meter Test	100.00	150.00	200.00	250.00

- 1) Connection Fee: includes actual material, and labor expense for the wastewater tap installation.. The standard MUE fee is \$780 .00.

MUE calculation: Engineer's estimated capital cost for facility construction upgrade is \$6.00 per gallon (2007 dollar value) and the District's historical records reflect an average discharge of 130-gallons for a Wastewater MUE. (\$6.00 times 130-gallons = \$780 .00)

METER UNIT EQUIVALENT (MUE) BY METER SIZE		
SEWER METER SIZE	DEMAND FACTOR	MUE FEE / METER SIZE
5/8 METER	1	\$ 780.00
3/4 METER	1.5	\$ 1,170 .00
1-INCH METER	2.5	\$ 1,950 .00
1 1/2-INCH METER	5	\$ 3,900 .00
2-INCH METER	8	\$ 6,240 .00
3-INCH METER	16	\$ 12,480 .00
4-INCH METER	25	\$ 19,500 .00

- 2) All Sewer Non-Standard Service Fees will be based upon Wastewater MUE equivalency unit discharge and or percentage ratio for any wastewater discharging greater than typical domestic strength wastewater as defined in Section:1 -1 a).
- 3) The customer must request that the tap be set within (6) six months of making the application for service or subject to cancellation of service installation and refund of deposits minus the administrative fees.
- 4) The District will install gravity sewer service to the property line at a point determined by the District. For pressure services, to insure uniformity of facilities on the District's system, the District will install a grinder pump system on the customer's property, at a convenient location determined by the District, and connect to the sewer main.
- 5) The customer will be responsible for connection to the building from the property line for gravity service and from the grinder pump system for pressure service. The customer must install a backwater valve with two clean-outs, one clean-out upstream of the backwater valve and the other downstream of the backwater valve and both clean-outs installed at grade level with pop-off relief valves threaded into the top of each clean-out opening. The customer must also provide a 220 Volt/20 AMP electrical outlet for pressure systems and shall be responsible for all

electric bills associated with the grinder pump. All installations will be in accordance to District specifications and subject to District inspection.

- 6) Customers who have pre-paid residential and vacant lot availability and tap fees before and during developer construction period and prior to this revision:
 - a) Will not be subject to any additional fees or charges.
 - b) Will pay the District an inspection fee for each trip necessary to perform inspections on water and sewer services.
 - c) Will be responsible for connection as outlined in item #3 and #4 above.

c) OTHER FEES & SERVICES

1. AFTER HOURS FEE – \$ 25 - Monday through Friday, new service applications are accepted until 2:00 pm for service to be activated that day. Any requests after 2:00 pm will be activated the next business day. However, if the customer wants to pay an After Hours fee, the on-call crew can turn water service on in the evening of the same day.
2. CANCELLATION OF INSTALLATION – A \$25.00 service charge per service shall be imposed by the District to all residential customers who have paid for new installation of water or wastewater service but cancel request prior to construction of installation, and requests refund of payment.
A \$50.00 service charge shall be imposed by the District, in addition to all engineer's fees, to all commercial customers who have paid for new installation of water and/or wastewater service but cancel request prior to construction of installation and request refund of payment.
3. CONFIDENTIALITY OF UTILITY RECORDS - \$5 one-time fee. A government operated utility may not disclose personal information in a customer's account records if the customer requests in writing that the utility keep the information confidential. Confidentiality of Utility Records request form is available on our website eastcedarcreek.net or at the administrative office.
4. DEPOSIT - Required for any new customer. Transfer of Deposits will be permitted so long as the bill at the current location is up to date, all fees are paid and total deposit is (or is increased to) current deposit as stated above. Any discontinuance or transfer of service will require a deposit before restoration. Water deposit is \$100. Sewer deposit is \$40.
5. FLUSHVALVE (aka HYDRANT) ESTIMATE - \$50 deposit for an estimate. (Refer to section 14 for more information.)
6. ILLEGAL JUMPER FEE – \$200 + past due - If the District finds an illegal jumper installed in place of a meter, a fine plus any past due monies and other charges due, must be paid before service is restored.
7. ILLEGAL METER – \$400 + past due - If the District finds an illegal meter that has been installed, and has not been assigned to the property by the District, a fine, plus any past due monies and other charges due, must be paid before service is restored.
8. INSPECTION FEE - \$25 to \$50 for each trip. (Refer to section 1.V.b.3 & 1.V.b.4.b for more information).
9. LATE FEE PENALTY – A 10% penalty will be added to any bill not paid within thirty (30) days of the service due date for that area.
10. LOCK REMOVAL FEE - \$25 for each lock removal. Customers are responsible for the meter servicing their residence. Anytime a lock is broken on a meter that has been disconnected, a lock removal fee will be applied.
11. METER TEST - \$100 fee - A customer requesting a meter test will result in a meter test charge, if the meter is found to be accurate. If the meter is found to be inaccurate, no charges will be made and the bill will be adjusted by the % inaccuracy for a 6-month period prior to the test.
12. RATES FOR SEWER – Refer to section 1.IV.b.
13. RATES FOR WATER – Refer to section 1.IV.a.
14. REAL ESTATE 72-HOUR TURN ON – \$50 fee. For a non-refundable fee, a 72-hour real estate turn on is available on Monday through Friday. Fee must be paid before service is activated.

- This service cannot be offered if the property is required to have a customer service inspection performed until the inspector' certificate of completion is delivered to the District.
15. RECONNECT FEE - Applied any time water and/or sewer service is discontinued for any period of time. Payment must be made with cash, cashier's check, money order or credit card before service may be restored.
 16. REQUEST FOR COPIES – Requests for copies of records pursuant to the Public Information act are available. Standard copies .10 each sheet. (Refer to Charges for providing copies of Public Information List).
 17. REREAD REQUEST ON CORRECT READING – \$25 fee. A reread service charge will be made if the customer requests a meter reread and the reading is found to be correct, in the excess of one in any two year period. If the reading is found to be incorrect, no charge will be made and the bill will be adjusted.
 18. RETURNED CHECK FEE– A \$35 service charge will be made for handling of any check returned. If returned check is not recovered within ten (10) days, water service will be discontinued.
 19. TRANSFER ACCOUNT FEE– A \$25 transfer fee will be charged for transfer of service from one customer to another.
 20. SERVICE CHARGE - \$ 25 turn on/turn off service charge will be applied as follows:
 - a) TURN ON – A service charge will be applied.
 - b) TURN OFF – A service charge will be made for each turn off performed. These may be due to leak on customer plumbing, etc. **THERE WILL BE NO SERVICE CHARGE FOR FINAL BILLS.**

CHART OF FEES

Fee	Amount	Explanation Found in
After Hours Fee	\$ 25	(Refer to Section 1:VI c) 1.
MUE Charge – Sewer	\$ 780 .00 Per MUE	(Refer to Section 1:VI b) 1)
MUE Charge - Water	\$ 1,020 Per MUE	(Refer to Section 1:VI. a) 2)
Cancellation of Residential Installation per service	\$ 25	(Refer to Section 1:V c.2)
Cancellation of Commercial Installation	\$ 50	(Refer to Section 1:V -.c.2)
Deposit – Sewer	\$ 40	(Refer to Section 1:-.VI c) 4.)
Deposit – Water	\$ 100	(Refer to Section 1:-.VI c) 4-
Illegal Jumper Fine	\$ 200 + past due	(Refer to Section 1:-.VI c) 6
Illegal Meter Fine	\$ 400 + past due	(Refer to Section 1:-.VI c) 7
Inspection Fee	\$ 25 - \$ 50 each trip	(Refer to Section 1:-.VI –c) 8
Installation–Sewer (Gravity)	Included in Connection Fee	(Refer to Section 1:- 1. & VI b) 1
Installation-Sewer (Pressure)	Included in Connection Fee	(Refer to Section 1: 1. & VI b) 1
Installation – Water	Included in Connection Fee	(Refer to Section 1:V.a & Section 11)
Fire Hydrant Estimate	\$ 50 Deposit	(Refer to Section 1: VI c) 5 & Section14
Late Fee Penalty	10% added to bills not pd within 30 days	(Refer to Section 1:VI .c. 9-
Lock Removal Fee	\$ 25	(Refer to Section 1:-.VI .c.10
Meter Test Fee	\$ 100	(Refer to Section 1:-.VI c 11
Rates – Sewer		(Refer to Section 1:-.V b)
Rates – Water		(Refer to Section 1:-.V.a)
Real Estate 72-Hour Turn On	\$ 50	(Refer to Section 1:-.VI .c.14-8
Reconnect Fee	\$ 100	(Refer to Section 1:-.VI .c.15)
Request for Copies	Standard copies .10 ea	(Refer to Section 1:-.VI .c. 16
Re Read Request	\$ 25	(Refer to Section 1:-.VI .c. 17
Returned Check Fee	\$ 35	(Refer to Section 1:-.VI .c. 18
Service Charge Fee	\$25	(Refer to Section 1:-.VI .c .20
Transfer Account Fee	\$ 25	(Refer to Section 1:-.VI .c. 19

SECTION 2: That the rates and charges hereby fixed and established for the District's waterworks and sanitary sewer system shall be paid at the District office by mail or between the hours of 8:00 a.m. to 4:00 p.m., Monday through Friday. Payments can also be paid by automatic bank draft.

SECTION 3: That monthly charges for water and sewer services are due and payable upon receipt of bill, and if the total amount due the District is not paid within 45 days of the billing date; water and sewer services will be cut off, and is then subject to payment in full, plus reconnect fees.

SECTION 4: That any customer found illegally obtaining water from the District will be penalized as stated in Rules and Regulations # 3.

SECTION 5: Any person found connecting a separate water supply, i.e., wells, lake pumps, tanks, etc., to a line supplied with fresh water by the District, i.e., meters, house lines, house plumbing, hoses connected to house plumbing, etc., will immediately have their service disconnected without notice. Service will not be restored until the separate water supply has been permanently isolated from the public drinking water supply through an air gap or other means permitted by 30 TAC Chapter 290, Subchapter (d) deemed acceptable to the District.

SECTION 6: Attachment # 1, Service Agreement and Attachment # 2, Application for Water and Waste Water Service is hereby incorporated into this policy with the same validity as all other sections. All new customers will be required to accept and sign these agreements.

SECTION 7: That the District shall allow no free service to any customer and all comparable public utility services provided by the District shall be paid for at the same rates charged other customers (except to the facilities owned by the District). The District reserves the right to set separate rates for any distinct class of customer or service area that creates unique cost or capital investment obligations to adequately serve that class or geographic area.

SECTION 8: The District holds an exclusive certificate of convenience and necessity (CCN) to provide water and sewer services within and external to its boundaries. Applicants requiring both water and sewer services must apply for both services from the District at the same time. Failure to comply will subject the customer to back billing for the omitted service to the date the other service was commenced. The District's General Manager is empowered to determine whether a proposed service location will require one or two utility services. The District's Board of Directors may grant waivers of this dual service requirement for good cause. Where one service is provided by another agency, proof of application to this agency must be provided.

Facilities outside the District boundaries and within 2,000 feet of the lake, must obtain Tarrant Regional Water District approval for an on-site sewage disposal system before receiving a water meter.

SECTION 9: The user shall be responsible for protection from damage of all lines and equipment owned by the District and installed on the property of the user. This will include, but is not limited to, meter, valves, water lines, and sewer lines. Damage will include stoppage caused by user flushing items into the sewer that cannot be conveyed by the system. Examples of these items are plastic bags, wash rags, towels, cat litter, saw dust, excess grease and any other type of solid waste that normally would be disposed of through garbage collection. The cost of repairs to District lines or equipment from any cause other than direct Act of God will be at the expense of the user.

SECTION 10: Any property located at a distance greater than 300' from a main water or sewer line will be deemed not to have water or sewer available and the District office will not accept any application fees. Any

application fees or tap fee paid on property greater than 300' from a main water or sewer line will be refunded. Should the owner of property located a distance greater than 300' from a main water or sewer line desire residential service, then the complete cost of main installation, including all necessary easements, must be borne by the owner of their property. The district agrees to pay for any additional cost associated with the laying of mains larger in size than is necessary to meet the MUE Classification, if deemed favorable by the district due to future residential growth in the area. Should a line be extended to within 300' of any property then water or sewer service would be considered available and all charges made. When a main is extended to provide service to a residential customer, the customer will be required to pay the full cost of such extension. Should another customer have service connected to this extended portion of main, he will be charged the proportional front footage actual cost amount paid by that customer, and this will be rebated to the customer that paid for the main extension. Rebates shall be made up to three (3) years from the payment date for the main extension.

SECTION 11: REQUIREMENTS FOR CUSTOMER INSTALLATION OF WATER AND SEWER HOUSE SERVICE LINES. After the District has performed installation of water meter, grinder pump system and/or gravity service line, the customer will be responsible for connection to the residence according to the following regulations:

- I. Gravity/Pressure service line must include, at the house, a clean out and a back-flow prevention device as approved by the District.
- II. The District must inspect sewer lines, with a 24-hour notice provided.
- III. Water service lines, must have a cut-off device provided at the point of connection to the service and must be installed by the customer. (Required to be within 3' of meter).
- IV. Gravity/Pressure sewer line must be S.D.R. 35 PVC or approved equal and a minimum of four (4) inches in diameter. Installation must be made in accordance with manufacturer's recommendations.

SECTION 12: A new customer will be billed for a full month, if they have had ten (10) days or more water consumption, if it is less than ten (10) days water service, the customer will not be billed until the following billing period, then his consumption will be billed from the day the water service was turned on. A customer requesting final billing within the (10) days of their service date will be prorated, based on gallon usage.

SECTION 13: The District shall have the right to locate a sewer connection and/or water service meter on the property of the user as outlined in the service agreement. Should the user make the water meter unavailable for reading the meter will be estimated for the first month the meter is not available. The next month and all following months the meter is not available, the estimated consumption will be doubled. When the meter is made available for reading the present and previous bills will be adjusted to actual consumption.

SECTION 14: FIRE PROTECTION: East Cedar Creek FWSD provides potable water for use by customers external to and within the boundaries of the District for human consumption and other domestic purposes recognized in Texas Health & Safety Code, Chapter 341. The District does not provide fire protection nor guarantees adequate fire flow. The District does install and maintain valves throughout its public drinking water system in order to comply with state flushing and water quality rules. Upon request and payment of a \$50.00 deposit, the District will prepare an estimate to provide a metallic flush valve (aka fire hydrant) for political subdivisions within the District's boundaries. This estimate will include all valves, fittings, main extensions, taps, labor, equipment, supervision and other expenses necessary to perform installation and must be paid in full by the customer prior to beginning installation. The \$50.00 deposit will be applied to installation costs. Flush valves (aka fire hydrants) will be installed in a convenient location, determined by the District, as near as is practical to the location designated by the political subdivision requesting the unit. The political subdivision requesting the flush valves (aka fire hydrants) may draw water for emergency purposes from the District's mains through such valves on a "WHERE IS – AS IS" basis without warranty that the District's facilities and/or water supply will be adequate for any purpose other than domestic drinking water service. Flow test analysis for fire protection capabilities is the responsibility of the entity requesting the installation of the unit.

SECTION 15: That all orders or resolutions, or parts hereof heretofore passed and adopted by the Board of Directors in conflict herewith, shall be and the same are hereby repealed.