

**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 CLASSIFICATIONS: Means a single dwelling unit served by a 5/8-inch water meter and having a peak demand of 10 gpm or less. Residential sewer is a single unit dwelling served by a 5/8-inch water meter unit discharging typical domestic strength wastewater from the dwelling. 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.
 - a) Customers in good standing will be allowed to share water usage on a temporary basis with Recreational Vehicles (RV) and/or travel trailers located on the customer's property provided the customer submits a request to the District's office five (5) days prior to shared usage begins, the customer installs the proper backflow device, and the shared usage cannot exceed a period of thirty (30) days. If the RV and/or travel trailer is being used as a permanent residence, then the District will require an additional water and/or sewer service (taps) and all fees for a new account. Additional water and/or sewer service if the customer routinely has multiple share usage throughout the year. The District will reserve the right to deny the shared usage for any reason. The District reserves the right to inspect for cross-contamination issues and to ensure that the meter is properly sized for the additional usage at the time of total peak water demand. An inspection fee will be charged for this service, and it must pass inspection.
- II. GUEST HOUSE CLASSIFICATION: A residence with a guest house will be serviced by a minimum of 3/4 inch meter and have a sewer billing cap of double the billing cap for a 5/8 meter. (see Section VII. b) Sewer Rates). If a residence with a guest house is being used as a permanent residence, then the District will require an additional water and/or sewer service (taps) and all fees for a new account. The District reserves the right to inspect for cross-contamination issues and to ensure that the meter is properly sized for the additional usage at the time of total peak water demand.
- III. COMMERCIAL CLASSIFICATION: Means a single unit business served by a 3/4-inch water meter or greater. Water demands requiring greater than a 3/4-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.
- IV. 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.
- V. For new developments please refer to the District's Section VI. "Non-standard Service Classification" document.

VI. NON-STANDARD SERVICE CLASSIFICATION: Any customer / developer requiring greater demands than the minimum meter size as defined under the Residential and/or Commercial classification must obtain the District's "Non-Standard Service Agreement" for application process. The District adopted Appendix A, Table A-2 of the Uniform Plumbing Code (Section VIII (b)) for determining meter sizing greater than the minimum meter size defined under the Residential and/or Commercial Classifications. For District Master Meter Sizing Table for Commercial and RV Parks (RVP) see Section VIII (c) "Master Meter Sizing for Commercial & RVP Development.

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.

Examples of non-standard service;

- a) Meters larger than 3/4 inch 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) Developments requiring sub-platting of property, extension of water and sewer infrastructure and/or enlarging of existing infrastructure to meet developer needs. Developers must comply with the District's "Notice of Requirement to Comply with the Subdivision and Service Extension Policy" and the "Engineer Utility Review" for such sale or development service needs and are a separate document, however referenced in the CSR for public notification. Non-Standard Service documents can be reviewed and/or printed from the District's website: www.eastcedarcreek.net. Click on the "Forms" tab located at top of the web page and scroll to the selected document of interest. Document copies can also be picked up at the District's Administration Building located at 115 Hammer Road, Gun Barrel City, Texas.

VII. RATES:

a) WATER RATES:

Meter Size	Base Charge	Gallons included in Base	Cost per 1,000 gallons for 0 to 3,000 gal.	Cost per 1,000 gallons for 3,001 to 10,000 gal.	Cost per 1,000 gallons for over 10,000 gal..
5/8-inch	\$24.76	0	\$4.83	\$5.16	\$5.47
3/4-inch Residential	\$34.22	0	\$4.83	\$5.16	\$5.47
3/4-inch Commercial	\$34.22	0	\$4.83	\$5.16	\$5.47
1-inch	\$53.10	0	\$4.83	\$5.16	\$5.47
1 1/2-inch	\$100.39	0	\$4.83	\$5.16	\$5.47
2-inch	\$157.08	0	\$4.83	\$5.16	\$5.47
3-inch	\$308.31	0	\$4.83	\$5.16	\$5.47
4-inch	\$428.32	0	\$4.83	\$5.16	\$5.47

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.

*Residents within the city limits of Gun Barrel City includes an additional 2% franchise fee assessed by Gun Barrel City

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	\$33.76	0	\$5.20	\$63.66
3/4-inch Residential	\$48.39	0	\$5.20	\$130.62
3/4-inch Commercial	\$48.39	0	\$5.20	None
1-inch	\$77.64	0	\$5.20	None
1 1/2-inch	\$150.46	0	\$5.20	None
2-inch	\$238.58	0	\$5.20	None
3-inch	\$472.66	0	\$5.20	None
4-inch	\$736.01	0	\$5.20	None

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.

*Residents within the city limits of Gun Barrel City includes an additional 3% franchise fee assessed by Gun Barrel City

VIII FEES, DEPOSITS, CHARGES AND RELATED REGULATIONS:

a) WATER SERVICE.

1. The Connection Fee for water service includes the current labor, material, administrative costs, and charges allowed under the Texas Water Code 49.212.

All Developments requiring a water meter service greater than a 2-inch water will be reviewed on a case-by-case basis to determine a connection fee.

Water Connection Fee Chart

Water Meter Size	Connection Fee	* Connection Fee with Road Bore	Customer Service Inspection
5/8- inch	\$3,892	\$4,517	\$35.00
3/4 - inch	\$4,507	\$5,132	\$50.00
1 - inch	\$5,795	\$6,420	\$50.00
1 1/2 - inch	To be Determined on a Case by Case Basis	To be Determined on a Case by Case Basis	\$50.00
2 - inch	To be Determined on a Case by Case Basis	To be Determined on a Case by Case Basis	\$50.00
3 - inch	To be Determined on a Case by Case Basis	To be Determined on a Case by Case Basis	
4 - inch	To be Determined on a Case by Case Basis	To be Determined on a Case by Case Basis	

b) Adopted Uniform Plumbing Code Appendix, Table A-2

TABLE A-2
Adopted Uniform Plumbing Code Appendix

The WSFU (Water Supply Fixture Units) is defined by the Uniform Plumbing Code (UPC) and can be used to determine water supply to fixtures and their service systems.

Individual Fixtures	Minimum Fixture Branch Pipe Size	Water Supply Fixture Units	
	(inch)	Private Installations	Public Installations
Bathtub	1/2	4	4
Bathtub with 3/4" fill valve	3/4	10	10
Bidet	1/2	1	
Combination sink and tray	1/2		
Dishwasher, domestic	1/2	1.5	1.5
Drinking fountain	1/2	0.5	0.5
Hose bibbs	1/2	2.5	2.5
Laundry, 1 - 3 compartments	1/2		
Lavatory	1/2	1	1
Bar sink	1/2	1	2
Clinic faucet sink	1/2	3	
Kitchen sink, domestic	1/2	1.5	1.5
Laundry sink	1/2	1.5	1.5
Service or mop basin	1/2	1.5	3
Sinks, flushing rim	3/4		
Sinks, service	1/2		
Washup basin	1/2	2	
Shower, single head	1/2	2	2
Urinal, flush tank	1/2	2	2
Urinal, flushometer valve	3/4		
Wall hydrant	1/2		
Wash fountain	1/2	4	
Water closet, gravity flush tank	1/2	2.5	2.5
Water closet, flushometer valve	1	2.5	2.5
Water cooler	1/2	0.5	0.5

- 1 WSFU = 1 GPM = 3.79 liter/min
- 1 in = 25.4 mm

Any other questions about these codes please contact our office.

c) **Master Meter Sizing for Commercial & RVP Developments**

Meter Size	Safe Operating Capacity Range (GPM)	Water Fixture Unit Range Count	RVP Sites to be Served
¾ inch	30	1 – 60	1 – 7
1 inch	50	61 – 130	8 – 16
1 ½ inch	100	131 – 400	17 – 50
2 inch	160	401 – 700	51 – 87
Greater than 2 inch			Engineer Evaluation

* 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

1. All Water Non-Standard Service Developments must obtain all the necessary District's Non-Standard Service Documents and submit the executed agreements along with any funds required by the district for engineering utility review. Once the executed application and engineering fees have been verified a Non-Standard Service Contract will be established and a copy will be provided to the developer within 5 business days.
2. 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 fee.
3. 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). The customer is responsible for maintaining their service lines from the water meter to the point of use in including their own cut off.
4. 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. On new installations, a temporary water service can be requested before a home is completed for inspections by completing a special authorization form with the District. Temporary service is only allowed for up to 90 days. Any temporary service request for longer than 90 days must be authorized by the General Manager. Failure to allow access to the District's Customer Service Inspector for final inspections will subject the customer to loss of all services until all inspections are passed and completed.

d) **WASTEWATER SERVICE** The Connection Fee for sewer service includes the current labor, material, administrative costs and charges allowed under the Texas Water Code 49.212.

Gravity Sewer Connection Fee Chart

Sewer is based on Water Meter Size	Connection Fee	* Connection Fee with Road Bore	Customer Service Inspection
5/8 - inch	\$3,120	\$3,870	\$35.00
¾ - inch	\$3,510	\$4,260	\$50.00
1 - inch	\$3,900	\$4,650	\$50.00

1 ½ - inch	To be Determined on a Case by Case Basis	To be Determined on a Case by Case Basis	\$50.00
2 - inch	To be Determined on a Case by Case Basis	To be Determined on a Case by Case Basis	\$50.00
3 - inch	To be Determined on a Case by Case Basis	To be Determined on a Case by Case Basis	\$50.00
4 - inch	To be Determined on a Case by Case Basis	To be Determined on a Case by Case Basis	\$50.00

Low Pressure Sewer Connection Fee Chart (grinder unit)

Sewer is based on Water Meter Size	Connection Fee	* Connection Fee with Road Bore	Customer Service Inspection
5/8 - inch	\$6,386	\$7,011	\$35.00
¾ - inch	\$6,776	\$7,401	\$50.00
1 - inch	\$7,166	\$7,791	\$50.00
1 ½ - inch	See Section VIII.d(2) below	See Section VIII.d(2)below	\$50.00
2 - inch	See Section VIII.d(2)below	See Section VIII.d(2)below	\$50.00
3 - inch	See Section VIII.d(2)below	See Section VIII.d(2)below	\$50.00
4 - inch	See Section VIII.d(2)below	See Section VIII.d(2)below	\$50.00

* 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

- 1) All sewer non-standard service developments for any wastewater discharging greater than typical domestic strength wastewater as defined in Section:1.IV must obtain the District's Non-Standard Service Application and submit the executed agreement along with any funds required by the district for engineering utility review. Once the application and engineering fees have been verified, a non-standard service contract and a connection charge will be provided to the developer within 5 business days.
- 2) All sewer connections with a water connection greater than 1-inch will require in the developer's detail drawing the capacity necessary to meet build out demands and the recommended size of

lift station required to satisfy the demand and wet well capacity for the District's engineer to approve prior to providing a sewer connection fee.

- 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 ensure 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) District Policy prohibits combined storm/sewer connections. Chapter 217 of the TCEQ rules prohibits storm water drains from being directly connected to a sanitary sewer collection system. Examples of typical storm water drains are residential and commercial roof guttering down spouts and French drain assemblies. Violation of this policy will result in an immediate disconnection of utility service and service will not be restored until a permanent separation between storm water and sanitary sewer has been made and the correction has been approved by a ECCFWSO Customer Service Inspector. The owner of the property, which is found by the Board to be in violation of District Rules and regulations shall also be subject to a fine of not less than \$10.00 or no more than \$200.00. Each day that a violation occurs constitutes a separate violation.
 - 6) The customer will be responsible for installing and maintaining the customer service line connection to the building from the property line for gravity service and/or from the grinder pump system to the building 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/30 AMP electrical outlet for pressure systems and shall be responsible for all electric bills associated with the grinder pump. All installations and repairs will be in accordance to District specifications and subject to District inspection.
 - 7) Customers who have pre-paid residential and vacant lot availability and tap fees before and/or 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.
- e) OTHER FEES & SERVICES
1. AFTER HOURS FEE – \$35.00 - 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 on the next business day. However, if the customer wants to pay an After-Hours fee, the on-call crew can turn the water service on in the evening of the same day.
 2. CANCELLATION OF INSTALLATION – A \$35.00 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. **CHECK REISSUE** – A service charge will be applied for any request to reissue a check to cover the bank's stop payment fee.
4. **CONFIDENTIALITY OF UTILITY RECORDS** -. Under Chapter 182, Subchapter B of the Texas Utility Code makes confidential a water utility customer's address, telephone number, account records, social security number, and information relating to the volume or units of utility usage, or the amounts billed to or collected from the individual for utility usage. However, utility customers may elect to authorize disclosure of this information by completing the District's disclosure of personal information form. This code does not prohibit the utility from disclosing this information to an official or employee of the state or a political subdivision of the state acting in an official capacity or an employee of the Corporation acting in connection with the employee's duties
5. **CUSTOMER SERVICE INSPECTIONS (CSI)**. The District requires that a customer service inspection certification be completed prior to providing continuous water service to new construction/installations. Customer service inspections are also required on any existing service when the District has reason to believe that cross-connections or other potential contaminant hazards exist, or after any material improvement, correction or addition to the customer's water distribution facilities. This inspection is limited to the identification and prevention of cross connections, potential contaminant hazards and illegal lead materials. (30 TAC 290.46(j)). A \$35 fee will apply to each CSI performed per service (water/sewer) for residential and \$50 per service for commercial.
6. **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) the current deposit as stated above. Any discontinuance or transfer of service will require a deposit before restoration. The water deposit is \$100. The sewer deposit is \$40.
7. **DISCONNECT FEE- \$50** - Applied any time water and/or sewer service is discontinued for any period of time due to non-payment, broken arrangements, return payments etc. An additional reconnect fee must be paid before service may be restored.
8. **FLUSHVALVE (aka HYDRANT) ESTIMATE** - \$50 deposit for an estimate. (Refer to section 15 for more information.)
9. **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.
10. **ILLEGAL METER** – \$400 + past due - If the District finds an illegal meter or unmetered service connection 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.
11. **INSPECTION FEE** - \$35 to \$50 for each trip. (Refer to section 1.VII(f) for more information).
12. **LATE FEE PENALTY** – A 10% penalty will be added to any bill not paid by the due date for that service area.
13. **LOCK REMOVAL FEE** - \$35for 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.
14. **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.
15. **RATES FOR SEWER** – Refer to section 1.VII.(b)
16. **RATES FOR WATER** – Refer to section 1.VII.(a)
17. **REAL ESTATE 48-HOUR TURN ON** – \$70 fee. For a non-refundable fee, a 48-hour real estate turn on is available on Monday through Wednesday for real estate inspection only. A special request for real estate turn on for Thursday or Friday will considered and the real estate agent will only receive water activation through 3pm on Friday. Fee must be paid before service is activated. Service is only offered to a licensed Real Estate Agent or a licensed Inspector who will be considered the party responsible for this service. This service is for real estate inspection

only and is not allowed to be used for any other purpose (ie. cleaning, power washing, personal use, etc). Abuse of this policy could result in suspended privileges for the responsible party. Any usage of over 1,000 gallons will be billed to the current billing rate to the party responsible. Property is required to have the customer cut off valve before water can be turned on for this service. Holidays and inclement weather closings may affect this policy, and no water will be provided longer than 48 hours.

18. RECONNECT FEE – A \$50.00 fee. Charged any time a customer is re-establishing water and/or sewer service with the District that was discontinued for any period of time for non-payment, broken arrangement, return payment etc. Payment must be made with cash, cashier’s check, money order or credit card before service may be restored. Customers requesting new service at a location that was turned off for non-payment, broken arrangement, return payment etc. will have to provide legal documentation (rental lease agreement, closing paperwork of purchase, etc) to prove that they are not changing the name to avoid or evade payment of services.
19. REQUEST FOR COPIES – Requests for copies of records pursuant to the Public Information act are available. Standard copies .10 each sheet. Request for large volume of copies, specialized reports, requests requiring locating, compiling, & reproducing or request which the costs would exceed \$40 will have to be quoted and the requester will have to agree to pay the costs. The District will make every effort to offer other less expensive options. (Refer to Charges for providing copies of Public Information List).
20. REREAD REQUEST ON CORRECT READING – \$35 fee. A service charge will be applied to the customer’s account if the customer requests a meter reread and the reading is found to be correct, in excess of one in any three-month period. If the reading is found to be incorrect, no charge will be made, and the bill will be adjusted.
21. RETURNED PAYMENT FEE– A \$35 service charge will be made for handling of any payment returned for any reason by the issuing bank or financial institution. If return payment was paid for a past due balance to keep service from being disconnected or for a deposit to open a new account, it will be considered as payment not received and service will be disconnected immediately. All other return payments are required to be recovered within ten (10) days or water service will be discontinued. Any return payment not recovered may result in legal action being taken.
22. TRANSFER ACCOUNT FEE– A \$35 transfer fee will be charged for transfer of active service from one location to another.
23. SERVICE CHARGE - \$ 35 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 leaks on customer plumbing, etc. **THERE WILL BE NO SERVICE CHARGE FOR FINAL BILLS.**
24. CHECK REISSUE – A service charge will be applied for any request to reissue a check to cover the bank’s stop payment fee.

f) CHART OF FEES

Fee	Amount	Explanation Found in
After Hours Fee	\$35	(Refer to Section 1.VIII.(e).1)
Cancellation of Residential Installation per service	\$35	(Refer to Section 1.VIII.(e).2)
Cancellation of Commercial Installation	\$ 50	(Refer to Section 1.VIII.(e).2)
Deposit – Sewer	\$ 40	(Refer to Section 1.VIII.(e).4)
Deposit – Water	\$ 100	(Refer to Section 1.VIII.(e).4)
Disconnect Fee	\$ 50.00	(Refer to Section 1.VIII.(e).5)
Illegal Jumper Fine	\$ 200 + past due	(Refer to Section 1.VIII.(e).7)
Illegal Meter Fine	\$ 400 + past due	(Refer to Section 1.VIII.(e).8)

Inspection Fee	\$35 - \$ 50 each trip	(Refer to Section 1.VIII.(e).9)
Installation–Sewer (Gravity)	Included in Connection Fee	(Refer to Section 1.VIII.(d)
Installation-Sewer (Pressure)	Included in Connection Fee	(Refer to Section 1.VIII.(d)
Installation – Water	Included in Connection Fee	(Refer to Section 1.VIII.(a) & Section 11)
Fire Hydrant Estimate	\$ 50 Deposit	(Refer to Section 1.VIII.(e). 6)& Section15
Late Fee Penalty	10% added to bills not paid by due date	(Refer to Section 1.VIII.(e). 10)
Lock Removal Fee	\$35	(Refer to Section 1.VIII.(e). 11)
Meter Test Fee	\$ 100	(Refer to Section 1.VIII.(e). 12)
Rates – Sewer		(Refer to Section 1.VII.(b)
Rates – Water		(Refer to Section 1.VII.(a)
Real Estate 48-Hour Turn On	\$ 70	(Refer to Section 1.VIII.(e). 15)
Reconnect Fee	\$ 50	(Refer to Section 1.VIII.(e). 16)
Request for Copies	Standard copies .10 ea	(Refer to Section 1.VIII.(e). 17)
Re Read Request	\$35	(Refer to Section 1.VIII.(e). 18)
Returned Payment Fee	\$35	(Refer to Section 1.VIII.(e). 19)
Service Charge Fee	\$35	(Refer to Section 1.VIII.(e). 21)
Tampering Fee	\$50	(Refer to Section 4)
Transfer Account Fee	\$35	(Refer to Section 1.VIII.(e). 20)

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 made by automatic bank draft and online by accessing our website at eastcedarcreek.net.

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 30 days of the reading date (listed as “service to and service from”); water and sewer services will be cut off, and is then subject to payment in full, plus disconnect/reconnect fees.

SECTION 4: That any customer found illegally obtaining water from the District will be charged for all water and sewer usage, a tampering fee of \$50, and will be penalized as stated in Section 1.VIII.(e).7 and 1.VIII.(e).8.

SECTION 5: That 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., or found supplying water to another dwelling, unit, 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: That all new customers will be required to accept and sign. Water and Wastewater Service Agreement and pay the required deposits and fees. Any payment made for a deposit that is returned by the issuing bank or financial institution will be considered not paid and service will be disconnected immediately. Copies are available upon request.

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: That 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 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: That the District is not obligated to be a member of the Texas Dig Tess Program however the District does enforce a line locate policy within the District's Boundaries and service area. **FACILITY/LINE LOCATE POLICY:**

- I. All construction involving excavation, regardless of depth, requires that the responsible party conducting the excavation contact the District during working hours at (903) 887-7103, Fax at (903) 887-4299, or email listed on the District's website to request a line locate prior to excavation work.
- II. The minimum required information for a facility/line locate is: Responsible person's name, address of business (if work is being done by a contractor), address of where the work is being done, responsible person's phone number, and date of scheduled excavation with instruction on the specific location and distance of the dig.
- III. The District will then respond within 48 hours and locate any District underground components which may be affected by the excavation. For emergency digs, the district will make an attempt to accommodate such requests within the same day.
- IV. Failure to initiate the District's facility/line locate policy as stated above will constitute a violation of District policy and the responsible party will be required to reimburse the District for any damages that may occur due to the violation. The District will disseminate an invoice to the responsible person for any damages caused by the violation. If the responsible party is a customer of the District, the invoice will be accompanied by a notice that if the bill for damages is not paid in full within 30-days of the invoice date, the unpaid amount will be transferred to the customer's account and be subject to the District's billing account policy and procedures for delinquency of payments.
- V. If a customer hires a contractor to conduct the excavation work, the District will hold the customer responsible for any damages caused by the contractor's violation of this Policy and it will be the customer's responsibility to seek reimbursement from the contractor. If the responsible party is not a customer or hired by a customer, the District reserves the right to pursue any remedy allowed by law to recover the costs of damages caused by a violation.

SECTION 10: That 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 11: That 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, that customer will be required to pay the full cost of such extension. Should other customers have services connected to this extended portion of main, they will be charged the proportional front footage actual cost amount paid for by the customer that paid for the actual line extension, and that customer will be reimbursed front footage charge. Rebates shall be made up to three (3) years from the payment date for the main extension.

SECTION 12: That the District has set the following requirements for customer installation of water and sewer 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 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 and repairs will be in accordance to District specifications and subject to District inspection.
- II. The District must inspect sewer lines as soon as possible upon notification from the customer and must be completed before lines can be covered.
- 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). The customer is responsible for maintaining their service lines from the water meter to the point of use in including their own cut off
- 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 13: That 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 their 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 14: That 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 15: That the District does not provide nor imply that fire protection. East Cedar Creek FWSD provides potable water for use by customers externally 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 guarantee 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 at a rate of flow which will maintain no less than 20 psi in the District's water mains. Flow

test analysis for fire protection capabilities is the responsibility of the entity requesting the installation of the unit.

SECTION 16: That the District has the following backflow prevention requirements: All customers who have an irrigation system that is connected to the District's water source must install a testable backflow prevention device (BPD). The type of backflow prevention device on irrigation/sprinkler systems are determined by the degree of hazard for each particular sprinkler system set up. The District's policy requires either an approved testable Double Check Valve device or a testable Reduced Pressure Zone (RPZ) device. Prior to installing your irrigation system, customers should contact the District's Customer Service Inspector for the proper backflow prevention device.

The BPA must be tested upon installation and RPZ's must be tested annually therefore after. Customers are required to ensure that it works properly by hiring a licensed Backflow Prevention Assembly Tester (BPAT) who will confirm that the BPA is installed and working properly. Confirmation of this test must be submitted to the District's Administrative office.

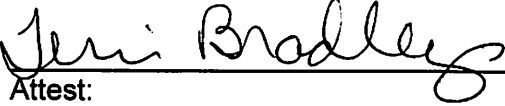
Failure to comply will subject the customer to loss of all services until required backflow preventions have been installed and/or required testing has been completed.

SECTION 17: That If the District receives notification from a Bankruptcy court, a customer, a customer's attorney, or a customer's duly authorized representative that a customer has filed for Bankruptcy, the District will automatically stop all collection notices upon verification of the Bankruptcy filing. The District will require a copy of the order for relief and the name and contact information for the bankruptcy trustee for this case. If the account is active, the District will automatically close the account and open a new account in the customer's name. The District will request an adequate assurance of payment (deposit) for the new account, and the customer will need to complete a new service agreement, request new service, and continue payment for such new service which shall be provided in compliance with all applicable rules and regulations of the District, including payment of future bills as they become due. Failure to pay future bills as they become due for the new service may result in disconnection in accordance with District rules and regulations. If the account is inactive, closed, and/or turned off prior to the District receiving notice of the Bankruptcy, the District will note the Bankruptcy in its records for the account and stop all collection notices for that account. If the same customer requests to start service later, it will be a new account with all applicable deposits/fees and the District will not attempt to collect on any prior balances incurred by the customer prior to the Bankruptcy. Instead, the District will request to be included as a creditor in the Bankruptcy case if the District is not already included as such and file proof of claim for the customer's balance incurred before the Bankruptcy.

SECTION 18: 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.



Jim Willi, President
Board of Directors



Attest:
Terri Bradley, Secretary
Board of Directors