APPLICATION FOR SERVICE

The Prospective Customer, or his agent designated in writing, shall make application for regular water service by personally signing an Application For Water Service form provided by the District and pay the necessary fee or deposit for connection to the District's facilities as prescribed in the latest Fee Schedule as adopted by the Board of Directors.

As a precondition to receiving water service from the District, the applicant for service shall pay any and all unpaid charges that have accrued on any closed accounts previously held by the applicant with the District, as well as pay any and all delinquent charges that have accrued on any open accounts currently held by the applicant with the District.

A security deposit for each single-family residential meter or commercial/retail meter shall be deposited at the time application for water service is made.

The District shall refund each security deposit within thirty (30) days after the applicant provides written notice to terminate water services, or when a new property owner or tenant tenders a full deposit for the same property, in which case the refunded deposit shall first be applied towards unpaid balances in any account held by the customer with the District before remaining sum, if any, is refunded to the customer. Interest on the security deposits shall remain the sole property of the District and will not be included in any refund.

CUSTOMER BILLING POLICIES

The Board of Directors shall from time to time by resolution, establish rates and charges for water and other services provided by the Water District.

Water charges shall begin when a water service connection is installed and the meter is set, or an existing service is requested to be turned on, unless the water is otherwise ordered to be left shut off when the service connection is ordered or installed. Thereafter, the District may transfer to the account which is established for such service any delinquent and/or unpaid charges from the other closed or open accounts which are held by the customer and/or property owner with the District.

The customer shall be held liable for water used until the District is notified in writing to discontinue service or to transfer the account to another customer.

The customer remains responsible for all charges owed to the District, whether or not the customer actually lives on the premises.

The regular billing period will be monthly

Separate bills will be rendered for each meter installation.

Returned checks will be charged a fee plus any bank charges. After a second returned check the customer will be placed on a cash only basis.

Close of business for payment purposes is considered to be 4:00p.m. weekdays. Any payment received after this time will be considered received on the next normal business day.

COUNTY FEES

Revised 09/27/2021

New rates take effect October 2021

The Water District acts as collection agent for some of the County fees:

Residential trash fee----------$48.80

Residential trash fee – senior citizens 65 or older ----------$43.68

Commercial trash fee (depending on # of dumpsters), per dumpster ----------$65.52

The above County fees are subject to local and State sales tax

Volunteer Fire Department (not mandatory) ----------$1.00

FEES AND CHARGES

Basic Water Meter Fee ---------- $18.00

Plus a

Water Usage Fee ----------$ 0.28 Per 100 gallons or $2.80 per 1000 gallons for the first 5,000 gallons per billing period. Usage between 5,001 and 20,000 gallons will be billed at the rate of $0.36 per 10 gallons. Usage between 20,001 and 40,000 gallons will be billed at the rate of $0.38 per 100 gallons. Usage upwards from 40,001 gallons will be billed at $0.45 per 100 gallons.

Basic Sewage Fee ----------$ 18.00

Plus a

Sewer Usage Fee ----------$ 0.15 per 100 gallons or $1.5 per 1000 gallons

The Sewer Usage Fee is based on the average water consumption for the months of December, January and February. This figure is adjusted yearly each April. (for example: the average consumption for the three month period was 3000 gallons, the monthly Sewer Usage Fee would be $ 4.50, not including the Basic Sewage Fee). This fee will be charged until the following April, regardless of water consumption during that period.

Start-up Sewage Usage Fee $ 18.00 (This amount might change after the following April adjustment.)

A delinquent charge of $10.00 shall be added to each delinquent account at the time an account becomes delinquent. When a delinquent charge is made, such charge shall be added to become an inseparable part of the amount due as of that time.

Security Deposits for opening an account and other charges:

Residential ----------$ 150.00

Commercial ----------$ 200.00

Reconnect Fee ----------$ 25.00

Returned Check fee (plus any bank charges) ----------$ 25.00

All Restaurants will have to install a state approved grease trap at their own expense between their business and the sewer hook-up.

All charges are based on a ¾" meter. Any meter installed at customer request of a larger capacity, will be charged an additional fee.

Revised 11/07/2023

DISCONNECT FOR NONPAYMENT

All accounts are due in full upon receipt or by the 30th of each month. A late notice will be mailed to the customer thirty (30) days later if payment has not been received and a $10.00 late fee will be added to the bill.

Termination of services will occur when the bill is not paid in full by the 45th day after the billing date.

At least forty-eight (48) hours prior to termination, the District will make a reasonable attempt to notify the resident of the affected property by leaving a notification tag at the property.

The District will not disconnect services on a Friday or the day before a holiday. At no time will the District discontinue water service at a time the District office is closed.

All customers whose services have been terminated will forfeit the present deposit and the deposit will be applied to the past due bill. In order to reconnect services, a new deposit (at the present rate) will have to be made, the past due bill paid in full, and a reconnect fee of $25.00 will be charged. Reconnecting services will only be done during normal working hours Monday-Friday.

Customers desiring to discontinue service should notify the District in writing three (3) business days prior to terminating services. Unless discontinuance of service is ordered, the customer shall be liable for on-going charges whether or not any water is used up until time of requested discontinuance of service.

The international diversion of public water of the prevention of just regulation of public water by a meter or meters, in any manner or by means, including the installation or removal of any device for such purpose is a felony of the third degree which is punishable by a fine no to exceed Five Thousand Dollars ($5000.00) and confinement in the Texas Department of Corrections for any term of not more than ten (10) years or less than two (2). (Section 28.03 of the Texas Penal Code)

METER TEST POLICY

Meters will be tested upon written request from the customer.

There will be a $15.00 fee assessed for the test.

If the meter is found inaccurate in favor of the Water District the test fee will be refunded and the customer's bill will be adjusted back up to six months as to the degree of inaccuracy shown by the test. The meter will be replaced at no cost to the customer. The customer must be present for the test.

If the meter is found to be accurate or inaccurate I the customer's favor, the test fee will be retained. Should the customer still request a meter change, then he or she will pay the cost of a new meter and installation. (Cost of the meter plus one hour labor at the overtime rate.)

CUSTOMER LEAKS AND ADJUSTMENTS

OUT- OF DISTRICT SERVICES

The District will not be responsible for leaks or expenses incurred by the customer past the District's service connection. The end of the District's service shall be the meter coupling on the outlet side of the water meter.

The customer shall be responsible for the payment of all the water that goes through the meter due to regular use, leaks, hydrants, left on, etc.

The Board of Directors may want to supply water service to a customer out of the District boundaries. If such a connection occurs, the meter connection and pipeline will stop at the end of the District's boundary.

The customer will have to incur all expenses from the boundary to its intended designation. The District will not pay any expenses past its boundary lines.

The customer will be asked to pay the District's regular rates and fees. The District will install one meter at the end of its line and read that one meter. The customer whose name is charged to the connection will be responsible for the water bill in its entirety, no matter how many connections are made on it after it leaves the District's boundary.

It will be the responsibility of the customer to install an approved backflow device for any line past the District's boundary.

The District will not be responsible for any pipeline or connection past its boundary.

Any adjustments of a water bill will be made by the District manager after he/she determines if the District is responsible in any way and will be reported to the Board at the bi-monthly meeting.

Terrell County Water Control & Improvement District #1

Application For Water Service

Last Name: _____ First Name: _____Middle Initial____

DL#_____N/A_____ State: _____Birth Date: _____

Employer: _____

Spouse Name: _____

Service Address: _____

Billing Address: _____

City: _____State: _____Zip Code: _____

Primary Telephone: _____ Secondary Telephone: _____

Requested Turn On Date: _____

Print Name: _____

I have received a copy of the water Districts Policies:

Applicant Signature_____Date_____

Property Owner (if applicant is tenant)

Last Name: _____ First Name: _____Middle Initial: ____

Mailing Address: _____

City: _____State: _____Zip Code: _____

Primary Telephone: _____

For Office Use Only

Route# _____Customer #_____Deposit Amount_____

Turn On Date _____ Initial Meter Reading _____

Turn Off Date _____ Final Meter Reading _____