Water Treatment and Distribution System (WTS & WDS)
Standard Operating Procedures

6. Periodic exercising of all valves in the water distribution system.
7. Continuous monitoring of pump operating conditions. Pumps that exhibit over-heating, seal failures or leakage or high vibrations are pulled off line and repaired or replaced.
8. Water meters are used to monitor water usage and loss in the utility systems.
9. Water systems maintained by Corix will strive to have built in redundancy.
10. Use of Enterprise Asset Management System (EAMS) to record routine maintenance and testing in accordance with the published maintenance program.
11. An inventory of water related repair parts is maintained allowing timely response to problem situations.
12. Maintain vendor accounts with parts suppliers both statewide and regionally.
13. All water system operators are licensed by the Texas Commission on Environmental Quality (TCEQ) and part of their continuing licensing is obtaining continuing education credits.
14. Corix may use subcontractors in Texas as augmentation of the workforce when needed.

1.4 Trend Charts for Process Control

Trend charts will be prepared which will allow operators to follow the trends in these parameters and anticipate what is happening in the unit process. This allows operators to be proactive to operational problems rather than reactive when the process is in trouble. Corix staff will develop trend charts for all relevant operational parameters. Typical trend chart parameters include power consumption, raw water quality, treated water quality, plant loading, and chemical usage. Control limits will be established with identified links to the related SOP.

1.5 New Meter Installations and Replacements

Corix will install new meters as requests for new service are processed and payment for service received.

The new meters will be installed in accordance with AWWA standards. Meters will be continually replaced or removed from the system as required. Corix will systematically optimize the meter reading system and will use meter read information to enhance conservation efforts.

1.6 Comprehensive Enterprise Asset Management Information System (EAMS)

Corix proposes to use a computer software system to maximize quality of the O&M of the BRWC water systems.

Our goals for implementation of the EAMS work order program include:

- Install a full-featured EAMS that is easy to use
- Maintain the integrity of the existing equipment data for future use
- Integrate with other functions such as operations, inventory, laboratory and administration
- Enable access to system operations and EAMS data

As part of this implementation, we will gather any additional information that will be necessary in order to achieve maximum EAMS benefit. The EAMS will have the capability, at a minimum, of:

- Maintaining repair records for each piece of Master Equipment List (MEL) equipment within the utility
- Scheduling and monitoring Preventive Maintenance (PM) activities
- Issuing work orders and purchase order requisitions

- Maintaining spare parts inventories
- Tracking repair warrantees
- Issuing exception reports, equipment status reports, and equipment repair priority reports

The EAMS will provide concise, easy-to-read equipment reports that provide specific information based on manufacturer, type, location, or operating system and subsystem. This information can include lifecycle costs, maintenance frequencies and histories, and status reports on all maintenance functions. Reports can focus on issues such as job completion, work order status, and manpower utilization.

The operation and maintenance staff will be responsible for obtaining the following kinds of data for entry in the EAMS:

- All existing nameplate data and other pertinent information such as in-service date, and equipment specifications for each piece of equipment
- Equipment identification number, equipment description (name), and location.

The EAMS will be maintained through the corporate Information Technology (IT) office. The database will be populated during the initial transition phase as part of system-wide surveys and assessments and will continue until all major elements of the system are incorporated. The database will be continually updated.

1.7 WATER TREATMENT AND DISTRIBUTION SYSTEM OPERATIONS

Corix provides operations, maintenance, and management for all components of the water treatment and distribution systems including chlorine dosing systems, pumps, valves, existing and future meters, control systems, air release valves, hydrants and all piping. Corix has responsibility for the system, up to the point of customer demarcation. Corix will maintain volume and pressure in the system to meet required codes.

The first step to developing a strategy to operate the water system will be to evaluate the current status of operations. Benefits of our strategy are highlighted in Table 3. Maintenance needs will be catalogued and prioritized to meet the following requirements:

A. Maintaining required water quality
B. Maintaining service to customers
C. Cost optimization

Table 3: Operational and Maintenance Strategy for Water Treatment and Distribution System

OPERATIONAL CONDITIONS	CORIX	BENEFITS
Operator Quality Assurance/Quality Control (QA/QC)	Perform distribution system testing. Focused QA/QC targets; targeted to process optimization and regulatory scrutiny.	Lower operating costs and complete conformance to applicable Federal and State regulatory requirements.
Preventive Maintenance (PM) Scheduling	Asset condition-based scheduling of PM tasks.	Lower life-cycle equipment costs; increased reliability of water system.
Predictive Maintenance (PDM)	Use predictive maintenance schedule to prevent unplanned failure of critical equipment.	Establish baseline equipment condition and set up proper PM.
Inventory Management	Automated order point and expense analysis.	Lower inventory costs; increased reliability of critical systems.
Water Balance Calculation	Conduct annual water balance for the water distribution system.	Assess water loss and identify sources.

Operational Conditions	Corix	Benefits
Remote Monitoring	Evaluate existing monitoring system. Evaluate remote terminal unit at critical locations.	Optimize operations and detect problems proactively.

Corix will staff the water treatment and distribution systems 5 days a week. Additionally these employees will be available for emergency call out 24/7. As part of our standard approach to water distribution system maintenance, we will:

- Respond to trouble calls 24/7 and investigate.
- Track the frequency of service calls and high-maintenance areas to prioritize repair and PM activities on the systems.

2 Preventive Maintenance

Corix's maintenance program has the following objectives:

- Maintain the facilities and system to the highest standard of care to protect against deterioration.
- Maintain equipment and appurtenances in a manner that maximizes operational life and endeavor to prevent unexpected repairs due to untimely failure.
- Provide timely and cost-effective response to both routine and emergency conditions.
- Ensure system performance through equipment reliability, uninterrupted service, and maximum uptime.
- Protect capital investments.
- Ensure the safety of personnel and equipment.
- Enforce equipment warranties.
- Control overall maintenance costs by reducing corrective and emergency/reactive maintenance costs.
- Corix will utilize the EAMS to monitor the condition of the system and schedule routine inspections, maintenance, and repairs. The EAMS will allow us to track performance, service history, and repair costs. The data generated will be used to evaluate the need to replace or rehabilitate any portion of the system.

The maintenance strategy for equipment will be based on three levels of maintenance:

- **Preventive Maintenance (PM)** is defined as routine and/or repetitive activities required or recommended by the equipment or facility manufacturer or Corix to maximize the service life and reliability of the system components. Proper PM is the all-important first line of defense against deterioration and failure.
- **Corrective Maintenance (CM)** encompasses activities required for operational continuity, safety, and performance. The status of CM work orders will be maintained in the EAMS and work will be scheduled to the extent possible with groups of equipment to save time and reduce labor requirements. Upon completion of Corix's maintenance evaluation, critical spare parts will be stocked onsite or at a Corix operations warehouse to ensure that downtime is minimal. Each type of maintenance will be scheduled and its completion monitored using the EAMS.
- **Predictive Maintenance (PDM)** virtually eliminates unexpected equipment failure from normal wear. PDM activities will range from simple, periodic inspections to sophisticated condition measurements. The following outlines the basic components of Corix's maintenance approach. It provides an overview of our plan for maintenance as well as the implementation of the EAMS.

The following outlines the basic components of Corix's maintenance approach. It provides an overview of our plan for maintenance as well as the implementation of the MIS.

2.1 PREVENTIVE MAINTENANCE PLAN (PM)

Corix's approach to minor (routine) maintenance focuses on PM. Proper PM decreases the total lifecycle cost of equipment or facilities. The lifecycle cost of equipment and facilities that have been properly maintained is a fraction of the lifecycle cost of poorly maintained equipment.

Corix will create a Master Equipment List (MEL). All equipment identified in the MEL will be assigned a unique asset number and location code and entered into the EAMS. Once this is completed, the detailed nameplate data will be entered for each asset. We will then enter PM tasks and frequencies.

Specific tasks, frequencies and PM procedures will be based on the manufacturer's O&M manual, and standards developed by Corix.

Each PM task will be assigned an identification number that will be unique to the task being performed. This unique PM task will describe the procedure needed, tools required, materials needed, and all safety requirements.

Each individual PM task will contain the date of the last revision, drawing reference numbers, O&M manual number, and location as well as any other documents that relate to the operation or maintenance of the equipment requiring maintenance.

2.2 CORRECTIVE MAINTENANCE PLAN (CM)

CM is defined as those non-repetitive activities necessary to correct a malfunction or replace a failing component of the facilities for operational continuity, safety, and performance. Planned CM is the result of proactive PM and PDM processes that identify the equipment's needs before a failure occurs. There are many reasons why planned CM is preferred to unplanned. For example, it provides:

- Increased process reliance due to decreased critical equipment failure.
- Reduced manpower costs due to improved job planning and scheduling.
- Reduced overall repair costs due to proactive repairs of minor issues before they cause more equipment damage.
- Reduced capital improvement costs due to increased equipment life spans.

2.3 PREDICTIVE MAINTENANCE PLAN (PDM)

Corix proposes to provide a level of PDM services that can considerably reduce unexpected equipment failure due to normal "wear and tear" or improper repair. The benefits of PDM include:

- Increased process reliability due to decreased equipment failure.
- Improved job planning and scheduling.
- Reduced overall repair costs.
- Reduced capital improvement costs.

Corix will establish a baseline condition for each critical piece of equipment identified, and periodically monitor the equipment for critical performance criteria. The information provided on the following pages defines these elements in detail.

As described, we will perform the initial evaluation to establish equipment condition and provide specific, detailed recommendations for any remedial repair needed. Monitoring will be performed, with additional performance criteria added, and at a frequency that will be dictated by the condition of equipment as monitoring occurs. In every case, this approach will improve the predictability of equipment performance and quality of service.

2.4 INITIAL EQUIPMENT CONDITION EVALUATION

The equipment condition evaluation will establish a baseline for PDM service. It will define what actions need to be taken immediately to avoid immediate and expensive failure, as well as prescribe when monitoring levels must be adjusted to protect equipment. The results will be entered into the EAMS for tracking and modeling.

Data, measurements, remarks, and conditions for each piece of equipment will be entered into the EAMS as field data or text (as appropriate). Equipment needing repairs will automatically be assigned a work order with the appropriate priority level.

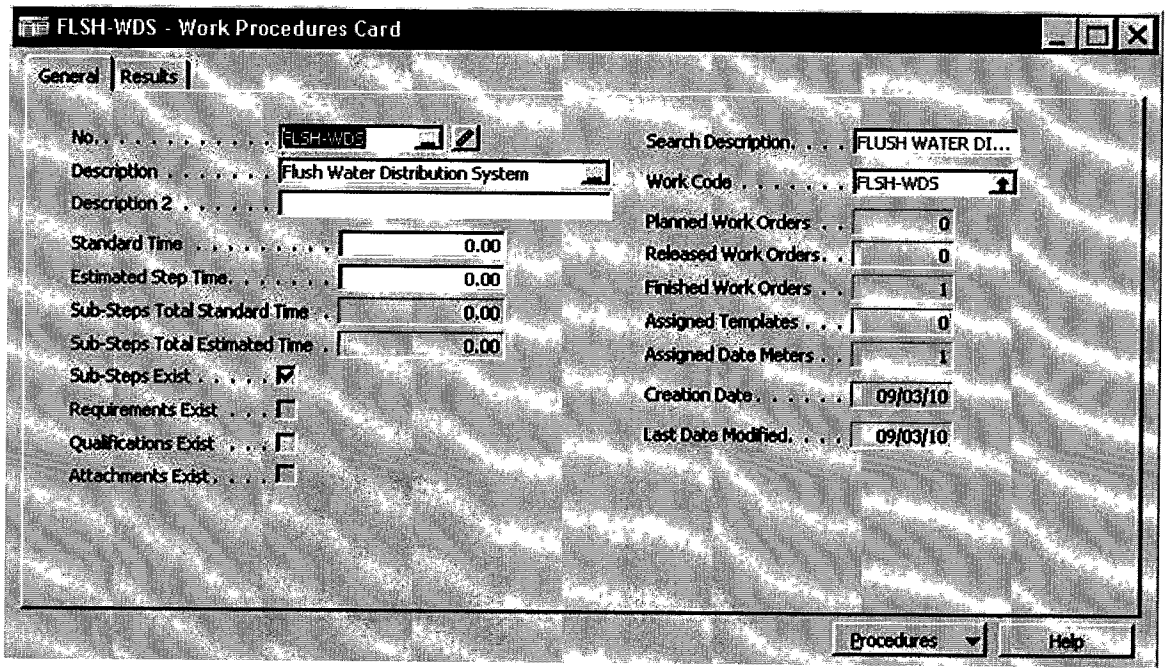
Run time meters can be installed and monitored in order to generate more precise data on equipment operation between monitoring periods. Data can be collected on run time and compared with readings on equipment; this information can also be useful in PM programs.

2.5 THE ASSET GUARDIAN (TAG)

Corix has extensive experience with asset management and preventive maintenance solutions, including recent projects with the US Army, Fairbanks Sewer & Water, the University of Oklahoma and the LCRA.

Corix utilizes Dynamics NAV, a Microsoft-based software business solution tool for our EAMS. TAG is an add-on module for Dynamics NAV, and can be customized for managing assets that require scheduled maintenance, unscheduled repairs and inspection as part of equipment life cycle. TAG can also be utilized as a tool to manage maintenance technicians and customized on a day to day basis with required work orders. The following figures show typical screen captures of the TAG system.

Figure 2: TAG Work Procedures Card Include Validation Results Card



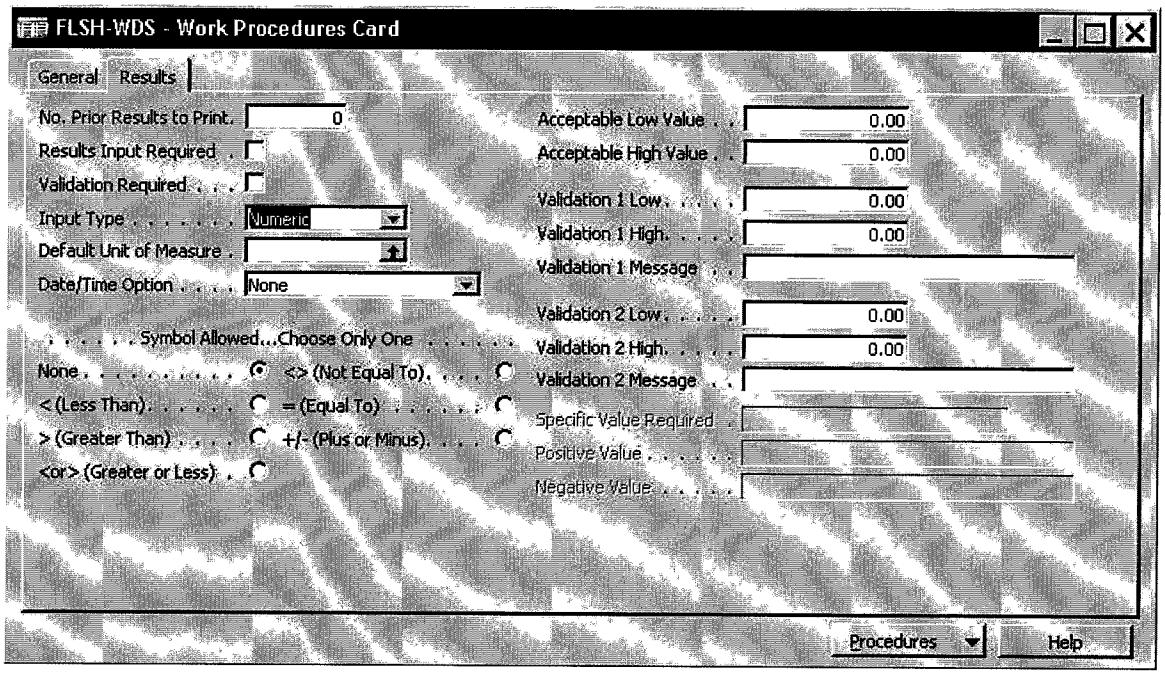


Figure 3: TAG Typical Supervisor Menu

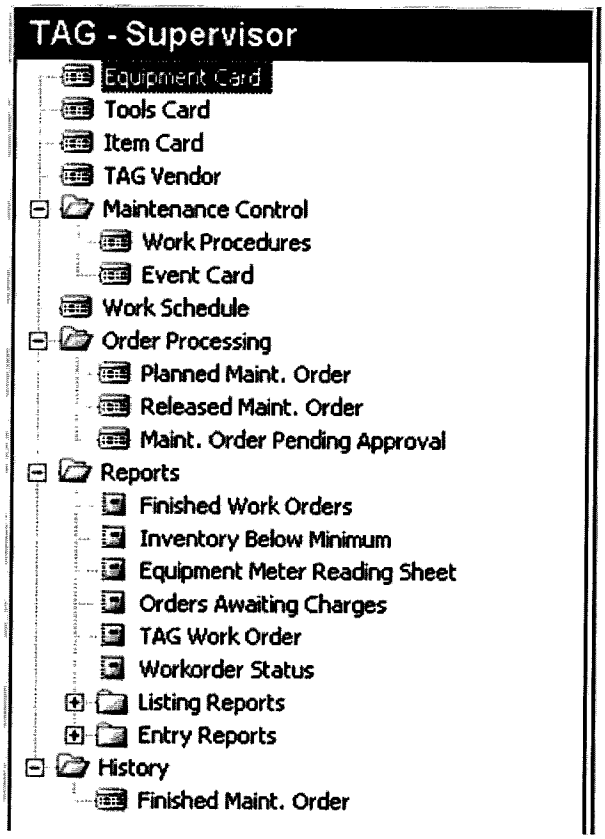


Figure 4: TAG Typical Administrator Menu

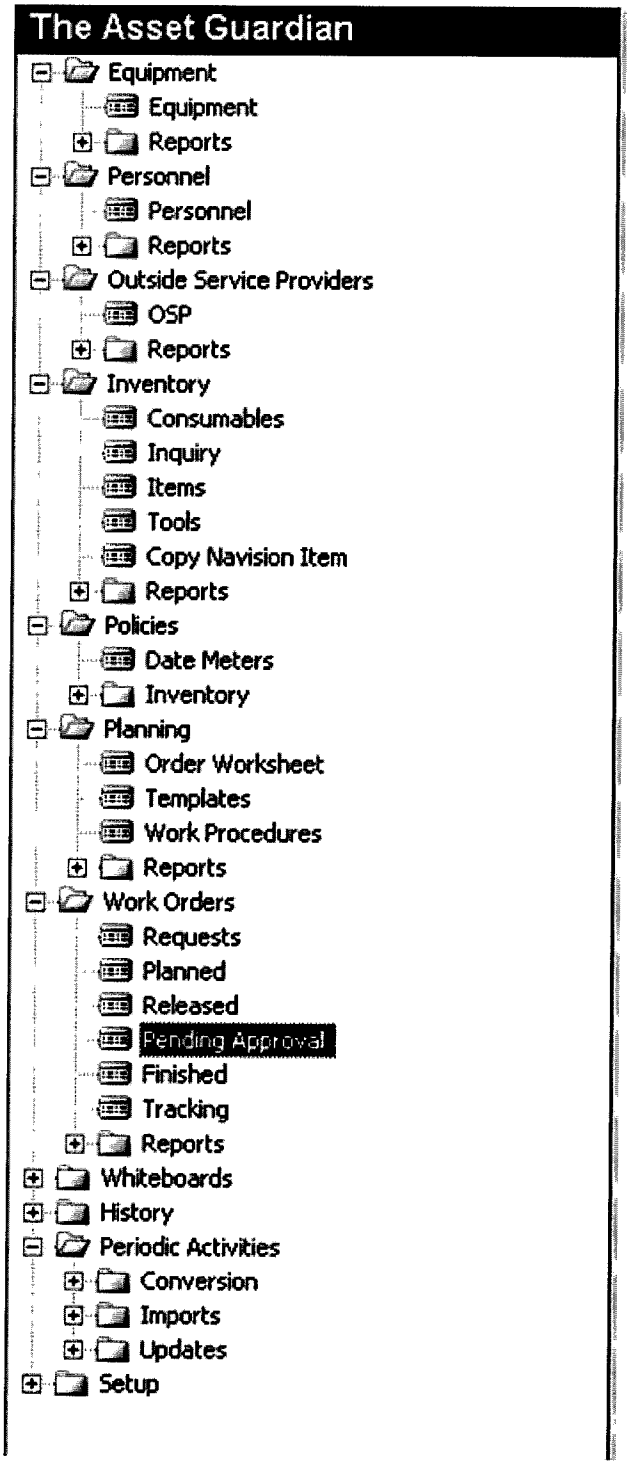
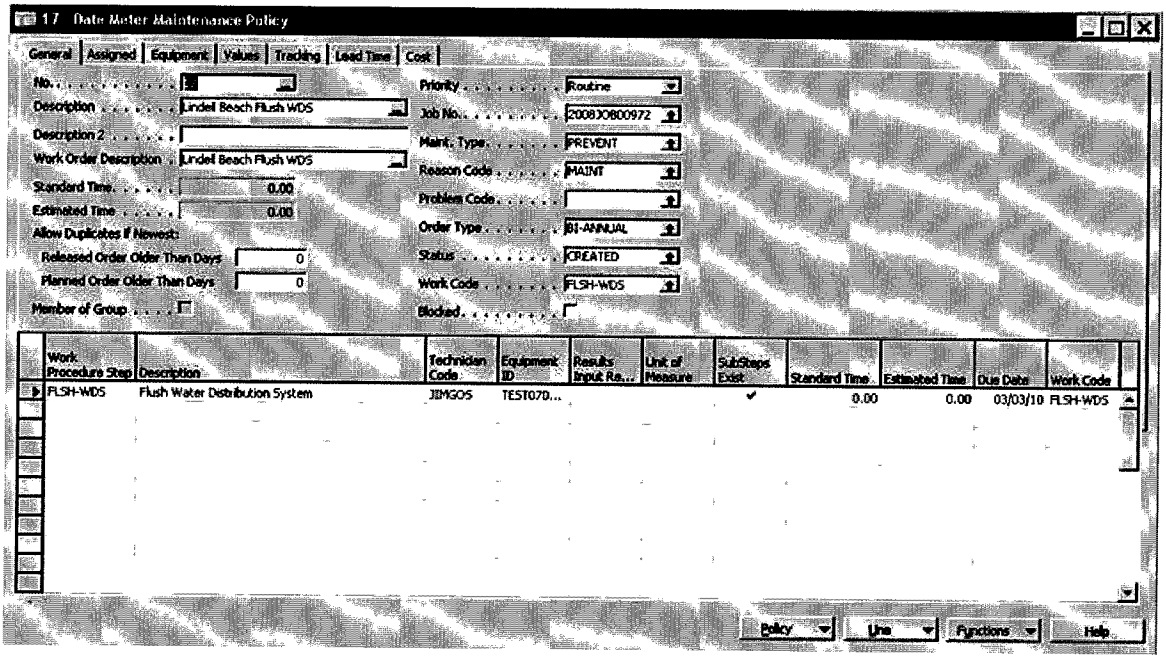


Figure 5: TAG Date Meter Maintenance Policy Card



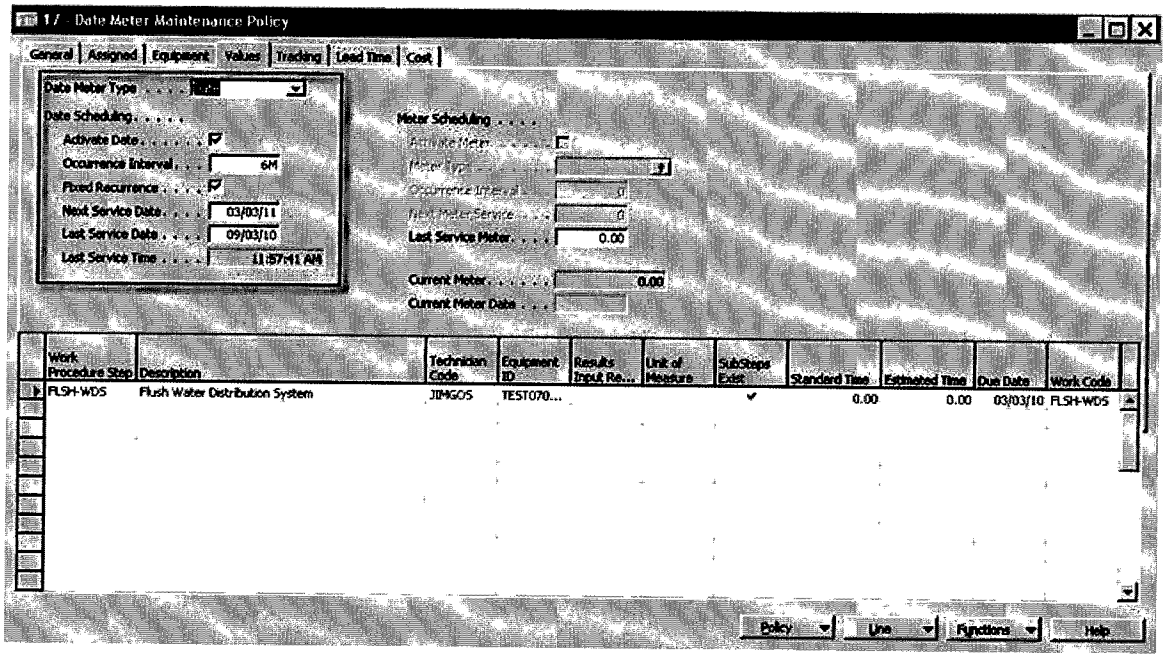


Figure 6: TAG Technician Whiteboard

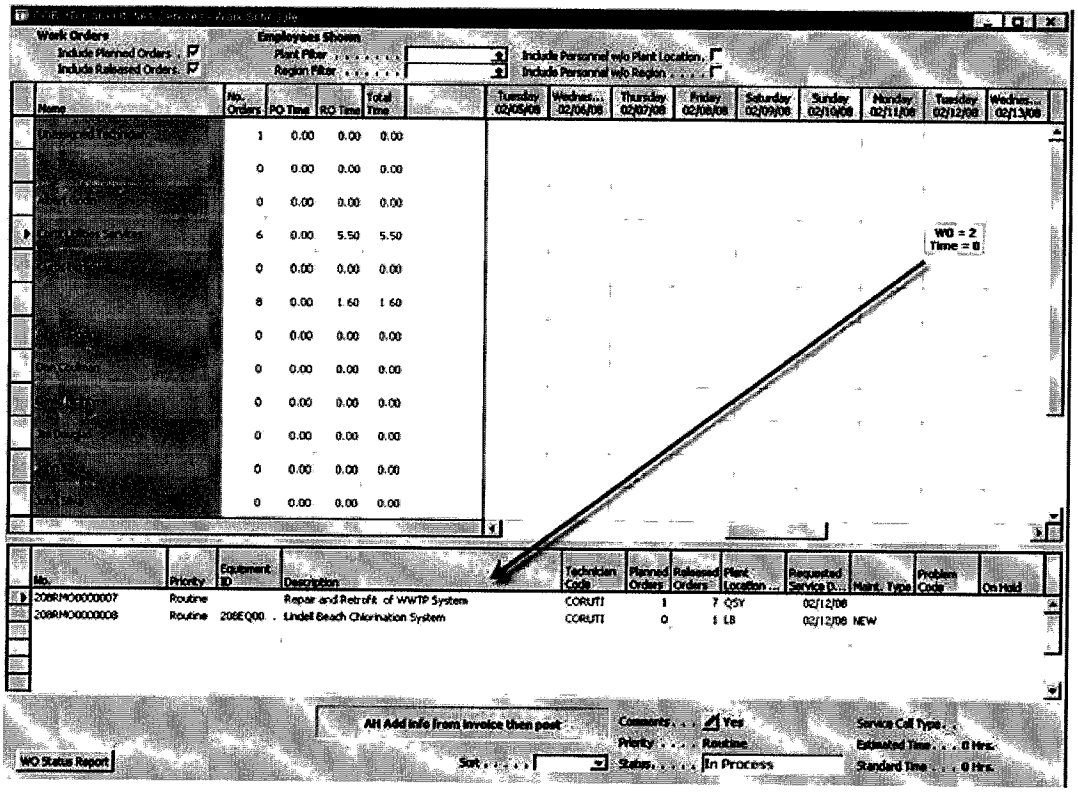


Figure 7: TAG Released Work Order

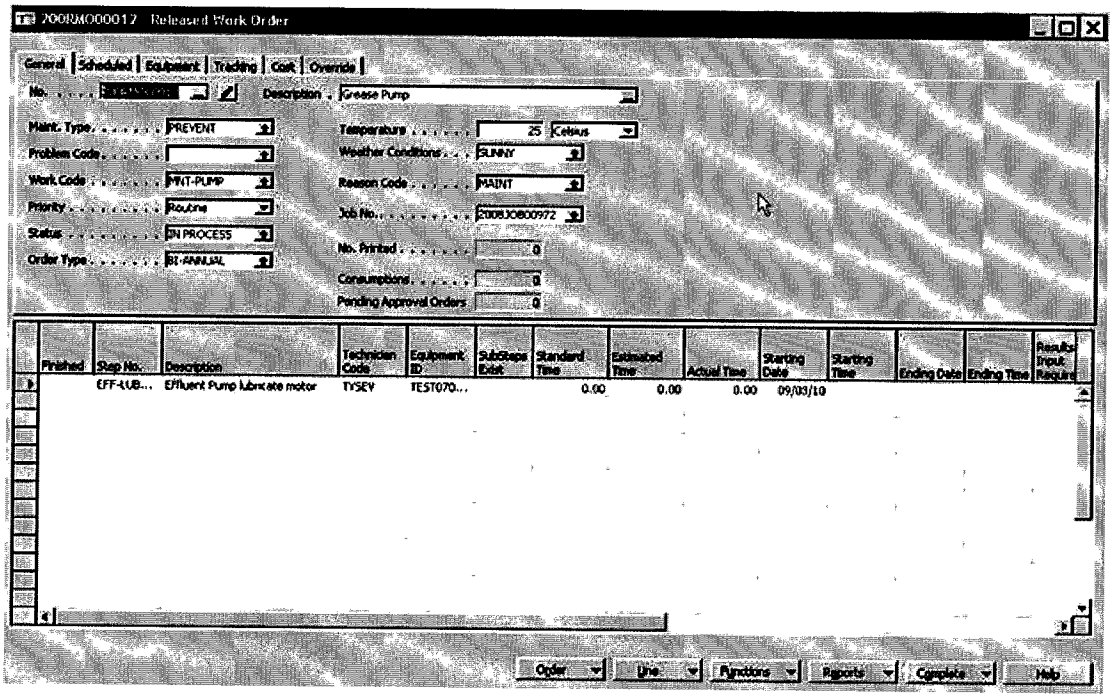


Figure 8: TAG Pending Approval Maintenance Work Order

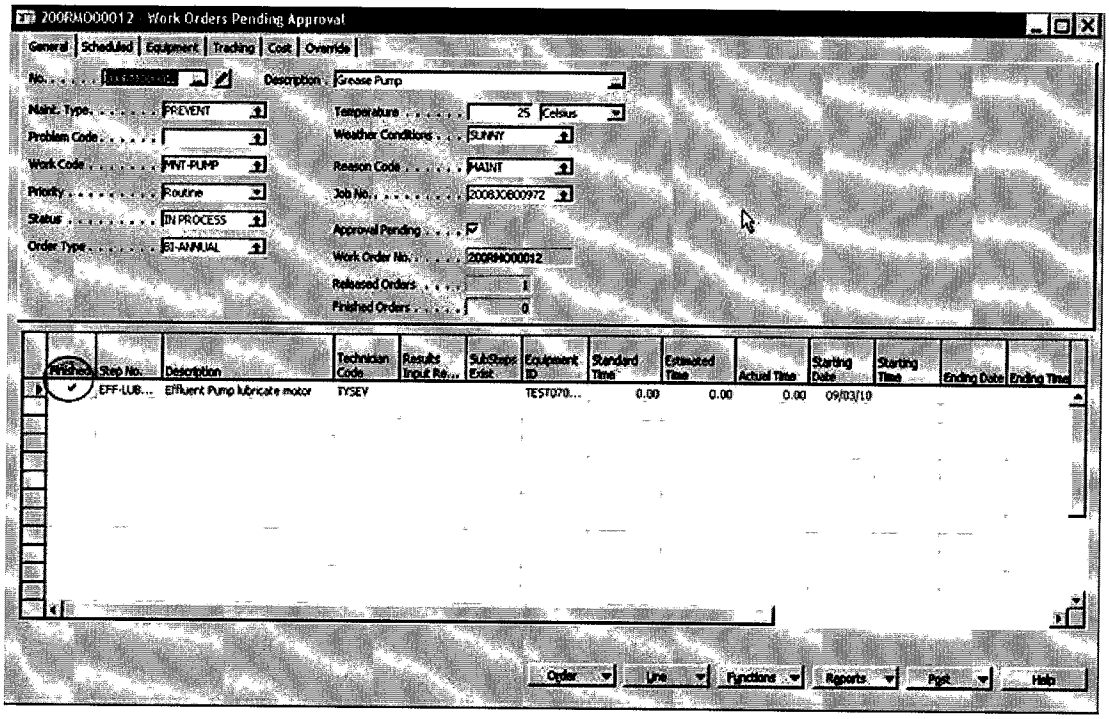


Figure 9: TAG Printable Work Order

Maintenance Work Order

DESCRIPTION: Grease Pump
ADDRESS: Lindel Beach
1975 Vera Road

Lindell Beach BC V2R 4X1
SUPERVISOR: Unassigned Work Orders
VENDOR:

WORK ORDER NO.: 200RMO00012
JOB NO.: 2008JOB00972
WORK ORDER DATE: 09/03/10
PAGES/PRINTED BY: 1 tsevrens
DATE PRINTED: September 7, 2010 10:37 AM
UDN: 200AGEVE00016

PRIORITY: Routine
STATUS: IN PROCESS
ORDER TYPE: BI-ANNUAL
MAINT. TYPE: PREVENT
TECHNICIAN CODE: TYSEV
STANDARD TIME: 0.00
DUE BY DATE: 09/03/10
REQUESTED SERVICE DATE: 08/27/10
ESTIMATED TIME: 0.00

EQUIPMENT ID: TEST070246 / Well Pump /
LOCATION: 1975 Vera Road, Lindell Beach, BC, V2R 4X1
SERIAL NO:
ENTERPRISE: **REG:** BC-COA **FAC:** LB **AREA:**
MANUFACTURER:
COMPANY ID:
LINE:

STEP	Finished	Description	Technician Code	Starting Date	Standard Time	Estimated Time	Actual Time	Test Results	Unit of Measure
1	No	Effluent Pump lubricate motor	TYSEV	09/03/10	0.00	0.00			

TAG allows Corix to create a central database to store and manage capital assets through their entire life cycle, once we predefine the maintenance and/or inspection schedules in TAG. It allows Operations to understand what is required in terms of tools, manpower and instruction on how to complete the predefined task. More importantly on events that are unpredictable such as a breakdown repair or emergency intervention we can predefine who to call, what course of action needs to be taken, and step by step instruction on how to repair the equipment and resolve the emergency as efficiently as possible. All the required prerequisites in terms of resource skills, equipment and documentation are all stored within the system.

The Asset Guardian can be as simple as managing a single piece of equipment through its entire lifecycle by following the seven essential lifecycle steps. It does this by initiating work orders, once it reaches a given meter (i.e. date, run time, revolutions) TAG will then dispatch a plan of action and a suggested schedule for the right combination of personnel/stakeholder to follow. The personnel/stakeholder then goes out and accomplished the field work or task. To help the personnel/stakeholder accomplish the task, it tells them the plan and all equipment needed in order to accomplish the tasks. Once the work order is closed it can then be analyzed to see how to more efficiently manage the assets in question.

Figure 10: Operational and Maintenance Strategies
Work Order Process from TAG System

It can also be configured to show an interactive schedule matrix of technicians' schedules by calendar day through the dispatch board. This allows all to see what tasks are expected in the week and the amount of hours they are estimated to spend.

TAG, is part of a thorough preventive maintenance process that will include periodic lubrication of bearings, calibrating of sensors, and visual monitoring of components. These preventive maintenance procedures and schedules will be documented and provided in maintenance manuals.

TAG will also include a maintenance schedule for each major piece of equipment which will be designed to provide the best overall lifecycle costs while preventing major breakdowns.

Other complementary software can be utilized to schedule regulatory compliance activity, such as collection and validation of samples. For example, record fecal samples or perform and validate pH tests.

3 O&M/Quality Management Plan & Health Safety and Environmental (HSE) Plan

Corix has developed a Quality Management Plan to meet internal/external regulatory and compliance requirements. This Quality Management Plan includes the following sections:

- Operating and Maintaining the Utility System
- Summary of Operation and Maintenance Practices

The quality management system is comprised of programs and processes that are central to reliable, compliant utility system operations. These include:

- Management Responsibility
- Resource Management
- Product and Service Controls
- Measurement, Analysis, and Improvement

The components of each of these elements are described below.

3.1 Management Responsibility

- ***Establishing vision, mission and organization.*** Management that demonstrates its commitment to the development and improvement of the system quality.
- ***Conducting reviews of the system's performance and providing direction for improvement.*** Management reviews the quality management system, at planned intervals, to ensure its continuing suitability, adequacy and effectiveness.
- ***Quality Planning.*** Ensuring that change is conducted in a controlled manner and that the integrity of the quality management system is maintained during change.
- ***Document Control.*** Ensuring that the correct versions of reviewed and approved procedures are available for use by project staff, including SOPs for repetitive activities.
- ***Control of Records.*** Ensure that records required for the quality management system are controlled and are maintained to provide evidence of conformance to requirements and of effective operation of the system.

3.1.1 Resource Management

- **Assignment of resources necessary for system quality.** Needed to implement and improve the processes of the quality management system.
- **Establish training.** Identify competency needs for personnel performing activities affecting quality and provide training to satisfy these needs.
- **Providing facilities and an adequate work environment.** Identify, provide and maintain or manage the facilities and the human or physical factors of the work environment needed to achieve system quality.

3.1.2 Product and Service Controls

- **Planning to Ensure the System Quality.** Identifying and performing the sequence of processes and sub-processes required to achieve the system quality.
- **Identifying System Requirements.** Determine product requirements related to system quality and compliance, including regulatory and legal requirements.
- **Control of Engineering Designs.** Includes determining responsibilities and authorities for design and/or development activities and the review, verification and validation activities appropriate to each design and/or development stage.

- **Purchasing.** Control of purchasing processes to ensure purchased product conforms to requirements. Evaluate and select suppliers based on their ability to supply products in accordance with our requirements. Ensure supply economy by monitoring purchases and prevention of unnecessary transactions.
- **Operations Control.** Control of production and service operations through the availability of information that specifies the characteristics of the product, where needed the availability of work instructions, use and maintenance of suitable equipment, monitoring activities and the implementation of defined processes for release, delivery and applicable system delivery activities.
- **Laboratory Certification and Quality Audits.** Quantifying, where appropriate, the products used, throughout production and service operations.

3.1.3 Measurement, Analysis and Improvement

- **Internal Audits.** Audits are performed to determine if the quality management system is implemented and effective. Audits are planned and scheduled based on importance and risk of processes. Auditors are trained and audits are conducted and reported.
- **Inspection Program.** Inspection of product and services will be conducted in accordance with written procedures. Any contractual requirements would be used as the basis for establishing inspection criteria. Non-conformances will be documented and defect percentages determined. Corrective action will be taken and effectiveness evaluated.

3.2 OPERATING AND MAINTAINING THE UTILITY SYSTEM

In the Operating Plan, the procedures were described that Corix proposes to implement in the O&M of the utility systems in accordance with all applicable Federal, State, and local laws/regulations. Our proposed operational strategies are presented in the following sections.

3.2.1 Operational Strategies

- **Recurring and Preventive Maintenance** – All maintenance will be completed in accordance with manufacturer and industry standards. Preventive maintenance is the key to reliability and quality of the utility systems. The maintenance system is designed to remind staff what work to do and track system results so they can be used to better predict future requirements. The operations plan will explain the computerized software used to manage the preventive maintenance program. This system is also used to track and notify staff of routine requirements such as pump maintenance at a facility or a well.
- **Sampling and Analysis** – The sampling will be performed in accordance with State, Federal and industry standards. The analysis will be split between the on-site staff and a contract laboratory. The on-site staff will handle bench tests, while an outside lab will be used for compliance testing. The use of an outside lab provides a degree of separation of duties and independent verification of performance and is consistent with the requirements of the QMP.
- **Meter and Equipment Calibration** – The maintenance records for equipment, including meters, are put into EAMS, which helps track preventive maintenance. This program is discussed in the Operations Plan.
- **Service Interruption Frequency** – The object is to address any unplanned service interruptions and, if one occurs, minimize its effect on the operation of the utilities. A service interruption plan will be implemented to track the number, cause, and severity of any service outages, and in conjunction with regular maintenance, will be a key part of reducing any recurring problems.
- **Operating Permits** – The primary operating permits will be the State issued compliance permits. Other permits may involve other operational requirements, such as prior notification of digging and plans.
- **Employee Certifications** – Corix will staff the utility operations with appropriately certified operators as required by the State of Texas. Security clearances will be obtained where required.

- **Operating Approach** – The operation of the system will involve a number of activities, including:
  - Water Treatment and Distribution Systems
  - Local Metering and Remote Monitoring
  - GIS (Geographical Information System) Mapping
  - Equipment Maintenance
  - Risk Management
  - Health and Safety
  - Community Outreach

3.2.2 General Environmental Compliance

A major factor in the operation of the utilities is environmental regulation. The State of Texas requires permitting, monitoring and reporting of activities related to the following:

- Water treatment and distribution system; and
- Environmental conditions associated with operations and/or modifications of the utility system.

Corix has developed a comprehensive regulatory strategy plan that identifies all applicable state and local regulatory and policy issues that impact the utility operations, along with the specific approaches to effectively address and manage these issues. Table 4 summarizes the environmental regulatory programs that may apply, including program applicability and regulating agency.

Table 4: Transition of Permits (As Applicable)

Regulatory Permitting Program	Water
Contract Operator Certification	X
Drinking Water Standard	X
Hazardous Waste	X
Solid Waste	
SARA Title III	X
Construction (and Industrial) Stormwater Permits	X
Natural Resources	X
Historical Resources	X
Air Quality – PSD/NESHAPS, construction and operating permits.	X
Toxic Substances Control Act (TSCA)	X

The following describes our approach to comply with the requirements, and address and manage the influences the regulatory agencies may exert on these operations.

3.2.3 Other Environmental Conditions

Other environmental conditions, such as asbestos containing materials (ACMs), lead-based paint (LBP), and spills and releases, are also addressed to demonstrate our commitment to effective and safe O&M performance.

- **Asbestos Containing Materials and Lead-based Paints.** Any ACM or LBP contained in the buildings, structures, equipment and appurtenances designated for transfer under this contract will be addressed in accordance with personnel Safety and Health requirements. The ACM and LBP abatement activities and the management of wastes generated during the abatement activities will be conducted in accordance with the applicable regulations.
- **Spills and Releases.** Corix will take precautions to prevent oil and hazardous material spills or releases due to our activities associated with the operation and maintenance of the utilities. We will also conduct any response action and reporting in accordance with the Corix Spill Prevention, Control and Countermeasures Plan (SPCC) and applicable regulations. We will comply with all Emergency Planning and Public Communication requirements.

3.2.4 Long-Term Monitoring Procedures

The following list of activities provides a methodology of how Corix plans to ensure long-term quality services of the utility systems.

- System Inspections and Quality Assessment Procedures and Techniques
- Recordkeeping Processes
- Environmental Compliance Plan
- Performance Standards and/or Specifications
- Other Standards and Specifications

Figure 11: Feedback and Process Improvements Built into the Corix Quality Assurance Process

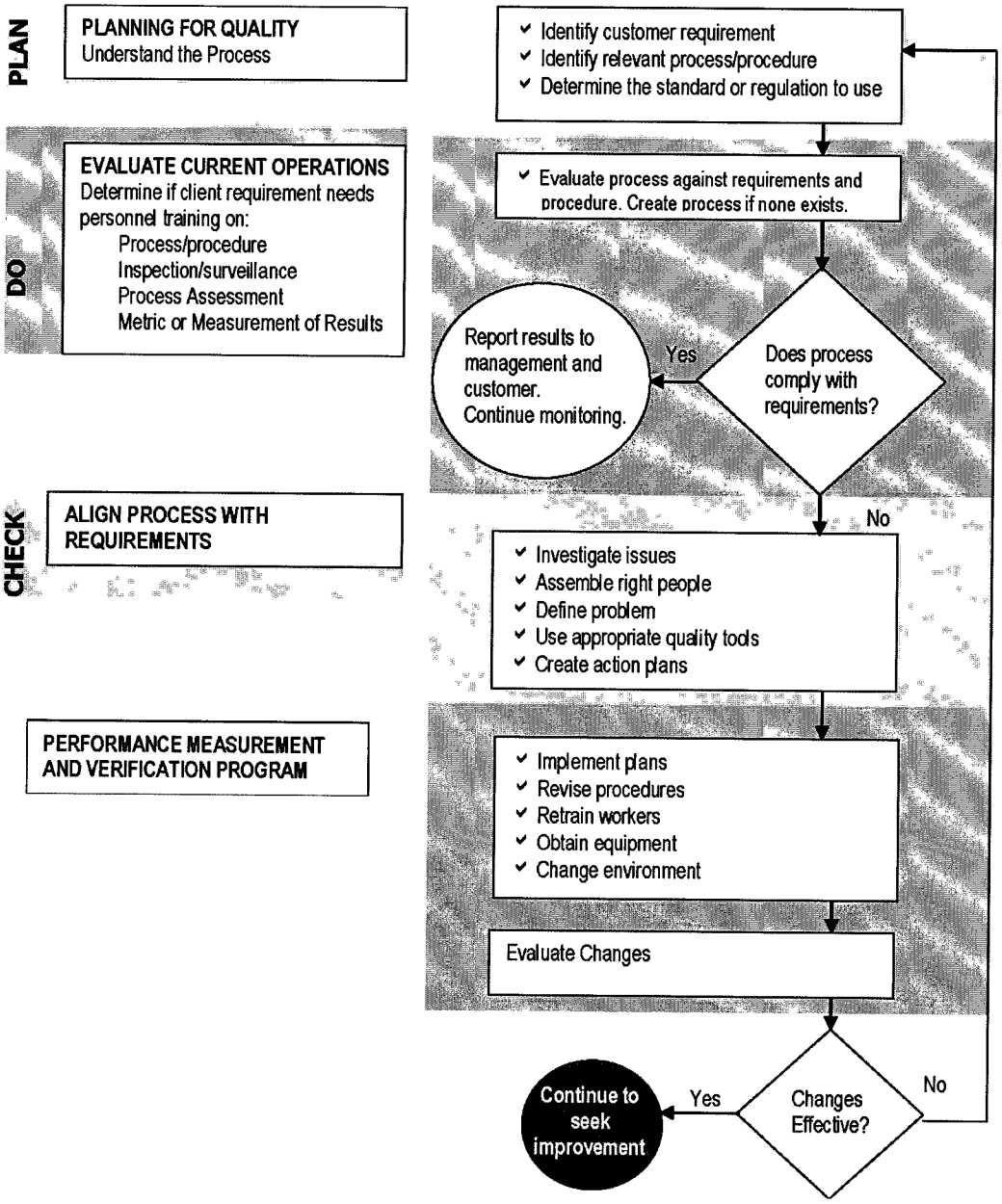


Table 5: Types and Formats of Information

Type Information	Typical Format of Information
Utility System Maps	Electronic
GIS Data	Electronic
Construction Drawings	Electronic
As-Built Drawings	Electronic, Hardcopy
Construction Specifications	Electronic
Shop Drawings	Hardcopy
Maintenance Schedule	Electronic
Utility System Reports and Studies	Electronic
Hydraulic And Flow Models	Electronic
Cost Records And Reports	Electronic
Invoices	Electronic, Hardcopy
Purchase Orders	Electronic, Hardcopy
Correspondence With Regulators	Electronic, Hardcopy
Monthly Operations Reports	Electronic
Surveys and Feedback	Electronic
Contract Documents, Modifications	Electronic, Hardcopy
Correspondence	Electronic, Hardcopy
Inspection/Assessment Reports	Electronic, Hardcopy

3.3 Summary of Operation and Maintenance Practices

All water utility activities will be governed by the relevant professional standards of the AWWA and the United States Environmental Protection Agency (EPA) as well as State requirements and Regulations issued by TCEQ. These references are available at Corix offices and are used routinely by the operations and engineering staff.

The following is a summary of the operation and maintenance practices that will be utilized to achieve the standards and requirements. Water utilities are governed by the professional standards of performance listed in the M series references of the AWWA. These references are available at Corix offices and are used routinely by the operations and engineering staff. Water quality standards will be maintained in accordance with EPA and TCEQ established standards for drinking water. Testing of the water will be performed by the on-site utility operator and periodic verification testing will be performed by a TCEQ certified non-affiliated testing lab. Results of the testing will be maintained by Corix at the project office and program office. Testing results will be reported to the TCEQ.

The operation of the water treatment and distribution systems will involve a number of activities, including:

- Local Metering and Remote Monitoring
- GIS Mapping
- Equipment Maintenance
- Risk Management
- Health and Safety
- Customer Service
- Community Outreach

Table 6: Corix Certification and Training Requirements as Part of Employee Job Description

POSITION	RESPONSIBILITIES	CERTIFICATION AND TRAINING
Supervisor Water Operations	• Performs routine process laboratory tests. • Understands and carries out oral and written directions related to system operation in a safe and efficient manner on an assigned shift. • Direction is exercised over a varying number of lower level operators. • Work performance is reviewed through operational logs and safe, efficient, environmentally compliant and economic operation of the system. Determine the operational effectiveness of the various system equipment and machinery; identify trends in system production; control of the pressures directs other operators and other staff assigned to the operating crew and checks the operation of system equipment and machinery; monitors controls throughout the system; maintains an assigned section of the distribution system; and performs related work as assigned.	Class B Water certification from Texas Commission on Environmental Quality
Water System Operator	• Performs routine process laboratory tests. • Understands and carries out oral and written directions related to plant operation as directed by the Senior Utility Supervisor. • Direction is exercised over a varying number of lower level operators. • Work performance is reviewed through operational logs and conferences for safe, efficient, environmentally acceptable and economic operation of the system. Responsible for the operating log book. • Determine the operational effectiveness of the various system equipment and machinery; identify trends in system production; control of the pressures; directs other operators and other staff assigned to the operating crew and checks the operation of system equipment and machinery; monitors controls throughout the system; maintains an assigned section of the distribution system; and performs related work as assigned. There is exposure to weather, fumes, odors, dust and heat.	High school diploma or GED plus two or more years experience in water maintenance or construction. A valid driver's license is required. Class C Groundwater Systems certification from TCEQ in area of primary responsibility. First Aid/CPR, asbestos awareness program, hazmat awareness course. Complete an approved confined space entry training program. Class B Commercial Driver's License where required for assigned vehicle operation.

POSITION	RESPONSIBILITIES	CERTIFICATION AND TRAINING
Utility Worker	• Perform all preventive and corrective maintenance on the water systems and equipment. • Plans, schedules and directs maintenance of a wide variety of specialized mechanical and electrical equipment plus buildings, structures and grounds. • Coordinates the personnel and other resources required in the maintenance and repair of system facilities. • Reads, interprets and works from blueprints, drawings, sketches, plans, specifications and mechanical illustrations. • Performs skilled mechanical repair work on motors, pumps and other equipment. • Keeps records and prepares routine and special reports. • Performs PM and CM on system equipment. • Performs general maintenance and repair tasks on buildings, structures and grounds. • Communicate effectively at all levels regarding recommended maintenance and repair procedures. • Analyzes equipment failures to determine cause and to prevent recurrences. • This position is required to be on standby and work irregular hours.	Training provided in all disciplines required for the position. All staff reporting to project site will receive safety indoctrination.

3.4 WATER TREATMENT AND DISTRIBUTION SYSTEM – MAINTENANCE STRATEGIES

- **Maintenance Work Orders and Records** - The operations center will be the focal point for planning, scheduling, and tracking maintenance work orders and for maintaining maintenance records. The operations center will utilize an EAMS to maintain an inventory of system assets. The EAMS will generate, track, and close out all maintenance work orders and maintenance related actions. A complete history of all maintenance performed on each asset will be kept in the EAMS database.

- **Maintenance Procedures** - SOPs will establish responsibilities, schedules, equipment requirements, maintenance action checklists (MACs), and recordkeeping requirements for all maintenance tasks. The SOP will reference manufacturer's instruction sheets, parts information, drawings, maintenance manuals, and applicable regulations and standards such as ASME and AWWA codes, etc. as needed to clarify procedures and system information. The operations center will maintain a technical library of SOPs and reference information for installed equipment. The library will have provisions for printing or duplicating copies of reference information for use by maintenance personnel.

- **Maintenance Philosophy** - Corix will employ a Reliability Centered Maintenance (RCM) approach for accomplishing maintenance requirements. Using the RCM approach, each utility system and equipment asset is analyzed to determine the most appropriate levels and types of maintenance, including preventive, predictive, or breakdown, based on asset criticality, impact of failure, and costs/benefits that are needed to meet performance and reliability requirements. In addition, we will optimize reliability by performing systematic condition assessments of equipment and systems to evaluate not only physical conditions, but also system age with respect to lifecycle costs, service call histories, operating environment, and criticality to water system operations. The data gathered in condition assessments are analyzed and recommendations emerge for a planned maintenance program. An asset maintenance program may employ a pre-emptive predictive testing and inspection maintenance approach, a time interval maintenance approach such as scheduled preventive maintenance, a run to failure breakdown maintenance approach, or a combination of these maintenance strategies. The realization of the RCM approach is accomplished through a knowledgeable and experienced team of (PM/PDM) mechanics and technicians, coupled with the technical assistance of utility engineering. Our experience has shown that a planned RCM approach not only significantly improves maintenance work order completion rates, but also reduces the number of urgent and emergency service calls, keeping maintenance personnel from being in a constant "firefighting" mode.

- **PM** - Preventive maintenance is the systematic and periodic inspection and servicing of system assets based on elapsed time or hours of service required to keep assets in proper operating condition. MACs for PMs are typically based on manufacturer's recommendations, industry standards, and conditions unique to the operating environment of the plant asset.

- **PDM** - Predictive maintenance is a pro-active approach to maintenance where equipment conditions are monitored along with data tracking and trending to predict failures and avoid equipment breakdowns. Condition monitoring information is gathered from vibration analysis, ultrasound detection, visual inspections, and other non-destructive testing. A PDM technician and utility engineer track the severity of problems, order necessary parts, and schedule maintenance, usually during the next scheduled maintenance period or immediately, depending on the severity of the problem. PDM is also used in commissioning new or replaced equipment to detect problems prior to returning equipment to service or accepting contracted services.

  A properly balanced program of preventive and predictive maintenance avoids costly breakdowns, reduces maintenance requirements, helps reduce excessive spare parts inventories, and results in longer equipment life.

- **Housekeeping** - Good housekeeping is essential for safe and efficient operations. Corix will implement a systematic program to organize stores and clean all areas, dispose of unneeded equipment and materials, and designate storage locations for tools and equipment so that they can be readily located when needed. We will ensure that all hazardous materials are properly labeled and stored in approved containers and quantities are limited to those required to meet work requirements.

3.5 Water Treatment and Distribution System – Operational Strategies

The water treatment and distribution systems consist of treatment and distribution system equipment, source wells, potable water mains and customer service connections.

The Operation Plan for the water treatment and distribution systems includes the following main objectives.

- Regular operation and maintenance of the treatment equipment.
- Regular maintenance and inspection of pumps, pipe and valves.
- Implement a renewal and replacement program.

These objectives will be achieved by conducting initial studies of the system and collecting data, comparing and learning from current operations and only then introducing more effective or more efficient processes that have been beneficial elsewhere.

3.6 Water Treatment and Distribution Systems – Initial Activities

A critical element in operating and maintaining the system will be the review of the GIS mapping of the system and the initial repairs to be completed as part of the initial capital improvements and enhancements.

3.7 Water Treatment and Distribution Systems – Work Crew Activities

A field crew will be tasked with performing construction related water utility work. This group will work in conjunction with operations personnel. The field crew will assist with service responses such as line locates or emergency watermain breaks along with implementing a line inspection and repair program.

3.8 Water Treatment and Distribution Systems – New Taps and Customers

Corix will routinely make new taps and install small line extensions.

3.9 Feedback and Process Improvements

An overview of Corix feedback and process improvement is presented in Table 1.

Customers can provide feedback to Corix by email, telephone, or fax. Customer complaints or any other issue are documented and tracked.

Key features of this process described in Table 1 are based on the following principles:

- Identifying issues, non-conformances and deficiencies wherever they are found, including processes to input issues into the system.
- Investigating and determining the root cause of the issue.
- Initiating actions designed to permanently correct the issue.
- Evaluating the effectiveness of the actions implemented.

The issue will be forwarded to the responsible supervisor for research and resolution as outlined above and the results forwarded to the Manager of Utility Operations for review. The Manager of Utility Operations will conduct a follow up on corrective action to ensure that the action plan was implemented and effective in addressing the issue.

Standard compliance will be measured by inspection and periodic testing of the distribution system, review of outage and other maintenance records as well as a customer survey that will be conducted annually.

Feedback will be a daily consideration in that Corix will staff a Customer Care center during regular business hours (8:00 a.m. – 5:00 p.m.), Monday to Friday, to receive service call requests and customer complaints. The EAMS will provide the tool for creating work orders with established priorities and response times. Each work order will be tracked to completion. Corix management will review work orders on a periodic basis and initiate corrective actions if required.

Annually, EPA/TCEQ requires the preparation and mailing of a Consumer Confidence Report (CCR) to the users of a public water system. This single report provides a snapshot of the previous year regarding water quality, results of testing during the year and any other items of interest to customers. Included in the CCR are not only results of water quality tests, but, a section regarding information on the parameters used in the testing, a section informing the customers who to call in the event of a problem and water conservation tips. The reports have been well received by customers as well as the regulatory agencies that have received copies. The CCR is an effective communication tool.

All processes utilized by Corix will be documented by SOPs. Process improvement will be continuous and based upon all feedback including feedback from all employees of Corix, subcontractors and third party sources, including customers.

3.10 Water Systems – Inspections and Quality Assessment Procedures and Techniques

Inspection schedules and checklists will be developed for utility system maintenance and for each major capital improvement project. Performance requirements will be determined for the utility system.

Inspections schedules and checklist criteria will be reviewed and approved by the Manager of Utility Operations prior to implementation. The completion of scheduled inspections will be conducted by the assigned inspector and tracked by the responsible supervisor.

Inspectors will be trained and qualified to perform the inspections they are assigned. Qualifications include having the knowledge and experience regarding the equipment or operation they are inspecting. Inspectors will report any discrepancies or non-conformance to the responsible supervisor who will review findings and initiate corrective action as required. O&M inspectors have the authority to stop activities if they feel activates could negatively affect the health, safety of personnel/customers or the efficiency of operations.

Major capital improvement projects inspection plans will be reviewed and approved by the Manager of Utility Operations. For each definable feature of work established by the Manager of Utility Operations or designee, the following events could be included in the inspection/quality assessment:

1. Confirm that the appropriate technical specifications are incorporated into the project delivery plan.
2. Confirm that the appropriate contract drawings are incorporated into the project plan.
3. Verify that all shop drawings and submittals have been approved by the proper approving authority (including factory test results, when required).
4. Confirm that the testing plan coincides with the delivery plan and that adequate testing is called for to assure quality delivery.
5. Confirm preliminary work required at the work site and examine the work area to confirm required preliminary work has been properly completed.
6. Confirm availability of required materials and equipment. Examine to confirm compliance with approved submittals. Examine mock-ups and any sample work product to confirm compliance with approved submittals.
7. Review the site safety plan and activity hazard analysis to ensure that safety concerns are adequately addressed and applicable safety requirements have been incorporated into the plan. Confirm that the appropriate material safety data sheets (MSDSs) have been identified and properly submitted.
8. Discuss construction methods to be employed. Identify checkpoints and areas of evaluation that will allow determination that the appropriate standard of construction is being achieved.

The Manager of Utility Operations will monitor performance of the utility systems under his purview through a review of reports, operating parameters of equipment, work order status and accomplishment of Renewal and Replacement projects.

3.11 Performance Standards and/or Specifications – Water

It is Corix standard procedure to implement verifiable performance measures in providing utility services to its customers. Performance standards and/or specifications for the provision of the proposed utility services are highlighted in Table 7 and include our proposed performance standards. Corix has developed benchmark standards for those metrics. The performance standards include:

Reliability - Water system reliability is the measure of the number and duration of incidents that result in the water demand of the customers not being met by the system.

Outage Response - The Manager of Utility Operations will track the response time to outages.

Planning: Water Demand Projection versus Capacity Projection - A one-year and a five-year "water budget" planning process will be established. The information will be used in planning. The water budget will include projected loads for each month based upon past performance and known future events or forecasts that will affect the loads. Balanced against this projected load will be a forecast of projected capacity, taking into account equipment planned outages and forced outage assumptions. A forecasted excess capacity factor will be calculated and internal goals for excess capacity will be made and tracked.

Planning: Capital Improvement Plan (CIP) - A one-year and a five-year "Capital Improvement Plan" formal planning process will be established. The information will be used in planning. The CIP projects and major planned outages including cost details will be presented. The CIP will include a cost/benefit analysis for each budget request and must meet internal payback or return criteria.

Planned Maintenance - Planned outages of equipment will be established based upon manufacturers recommended maintenance procedures and past performance experience. These outages will also take into consideration the projected load demand of the plant. These outages will be planned well in advance and parts and materials will be delivered to the plant to support the outage schedule. Original Equipment Manufacturer (OEM) support will be utilized as required. Detailed records will be kept for each planned outage and an outage report will be available for review.

Corrective, Preventive, and Predictive Maintenance - The maintenance program will be established to minimize breakdown or CM and maximize PM and PDM activities. A work order system will be implemented so that all maintenance activities, man-hours, and material costs can be tracked by equipment or unit and categorized as CM, PM or PO. A CM/PM goal will be established and tracked. Maintenance costs for each piece of major equipment will be tracked to allow informed decisions by management regarding equipment upgrades or replacement.

Environmental and Operating Permits - Where applicable, permits in effect will be transferred from BRWC to Corix. Any permit modifications or new permits required will be applied for in a timely manner and in accordance all applicable State and Federal laws. The Corix Environmental Department will have responsibility for this function. An annual environmental goal will be set for each facility and will be focused on reducing the number of reportable environmental events.

Hazardous Materials (HAZMAT) and Inventory Control - A HAZMAT program will be established that meets all applicable Federal and State regulations. This program will fall under the Corix Environmental Department.

Color Code Identification and Marking - The standard color code requirements will be adopted with all piping, equipment, and wiring marked and color coded to comply with applicable requirements.

Inspections and Reporting - Corix will comply with all applicable requirements for facility inspections and reports. In addition, Corix will also conduct internal compliance audits.

Table 7: Performance Standards for the Water System

Water System			
Measure	**Performance Standard**	**Performance Indicator**	**Work Description**
Quality	According to AWWA potable drinking water standards.	Corix QA / QC plan, available for inspection and audit.	All standards and variables will be tested, monitored, and recorded.
Reliability	Total system forced outage.	Real time outage tracking with outside audit as needed.	Reliability targets will be established based upon known industry standards.
Recurring and Preventive Maintenance	A PM verses corrective maintenance target will be established	BRWC audit of maintenance records.	Condition-based maintenance management system to schedule, track and analyze.
Sampling / Analysis	According to the Corix QA / QC plan.	Test data is available for inspection and audit.	Test data will be recorded in hard copy manuals, validated data will be stored in as a computer record.
Maintaining System Pressure	According to design and site specific requirements.	Pressure data will be recorded by remote meters and field (manual) meters.	Field data will be recorded in hard copy manuals, historic data will be stored in as a computer record.
Demand and Distribution Capacity	An annual water budgeting process will be established.	A minimum annual review of the water budget.	A formal demand projection vs. capacity process will be established.
Water Storage Requirements	According to mandated design and site specific requirements.	Requirements for storage kept within normal operating ranges.	Field data will be recorded in hard copy manuals, historic data will be stored in as a computer record.
Corrosion Control	Industry standard.	Internal audit and external consultant reporting.	System condition is key to reliability.
Minimization of Water Use	Water losses will be monitored and measured (where possible).	Recordable incidents of water loss will be documented.	Pipe, meters and valves will be regularly checked and inspected.
Safety of Personnel and Property	A safety target has been established based upon OSHA standards.	Audit of safety records.	Personnel safety is a top priority. Proper notice to customers and applicable third party agencies as required.
Service Connection Standards and Specifications	According to State and Corix standards.	Service connections are available for review and inspection at any time.	All new connections will be performed per approved specifications and documented in the GIS system.
Exterior Backflow Prevention	According to Corix standards and AWWA.	Backflow preventers test reports available for review.	All testing and installations will follow Corix's and/or applicable Cross Connection Control Program Standards.

Water System			
Measure	**Performance Standard**	**Performance Indicator**	**Work Description**
Water and Sewer Line Separation	According to TCEQ and Corix standards.	TCEQ approval to operate.	All water and sewer separation according to the TCEQ approved plans and documented in the GIS system.
New Construction Standards	According to TCEQ and Corix/BRWC standards.	New construction project plans are available for review and inspection at any time.	All new construction will be performed and inspected per approved specifications and plans documented in the GIS system.
Commissioning Standards	According to Corix standards, TCEQ and AWWA.	Commissioning procedures are available for review and audit.	Actual commissioning procedures will be documented and retained as a historic record.
Color Identification and Markings	OSHA and AWWA standards.	Utility engineering and annual inspections.	Equipment will be color coded and marked per OSHA and AWWA standards
System Inspections	As required by Federal State, and local standards.	Utility engineering reviews.	Annual inspections will be performed on all major equipment, industry standard inspection to confirm proper operations of electrical components. Facilities will be open for inspection at any time.
Meter and Equipment, and Calibration	According to AWWA requirements.	Meter operation and calibration procedures are available for review and inspection.	Metering equipment and calibration procedures will be part of the Corix EAMS program.
Service Interruption Frequency	Response times for numbers and duration of system service interruptions and outages.	Real time outage tracking with outside audit as needed.	Internal targets have been established. Supervisor will conduct root-cause analysis to determine the cause of service outages and interruptions and take corrective action to reduce system deficiencies.
Operating Permits	Established by Regulation.	Compliance with applicable permits and renewal requirements.	An environmental compliance goal have been set and all permits will be obtained as required.
Employee Certification	Targets of number of qualified employees for each classification will be set.	Annual and semi-annual review of employee qualifications.	A formal training program has been established with qualifications for each classification defined.
Disaster Recovery	According to Federal State, and local requirements.	Review of disaster recovery and contingency plans.	Follow through with plans and exercises for disaster preparedness to be able to recover and resume operations in the event of an emergency.

3.12 OTHER STANDARDS AND SPECIFICATIONS

The following standards and specifications are applicable to the utility services that Corix will provide:

- Utility Hookup Standards
- Construction Standards
- Uniform Plumbing Code
- Professional Engineering Review

3.13 GENERAL HEALTH AND SAFETY PRACTICES

Corix's approach to maintaining compliance with environmental safety is contained in OSHA regulations. This will be the standard to which we operate, maintain and construct the utility systems.

3.13.1 Employee Safety and OSHA Compliance

Corix brings a strong commitment to safety. The safety strategy recommended in this section consists of several distinct activities:

- Implement a comprehensive Safety Management program
- Develop a site-specific Safety and Health Plan, with safety procedures and systems to support Corix's safety program
- Train employees at all levels in regards to OSHA requirements
- Promote individual responsibility for Safety and Health standards in every task

3.13.2 Safety Management

Corix is committed to sound safety management principles that promote a zero accident philosophy inherent in all phases of work. The objective of safety management is to integrate safety, health and environmental protection into all work practices at all levels of the job task. The approach to a sound safety management program must include integrating safety into all aspects of the work. Corix will accomplish this objective by:

- Ensuring that employees take complete ownership of the Safety and Health Program; and
- Involving employees in the work planning process, development of the Safety and Health Program, and development and updating of procedures.

The Safety and Health Program will be tailored to specific activities and is essential to the success of this project. The program is used as a resource to help us accomplish our mission while integrating it into all levels of management and work practices to ensure the protection of workers, the public, and the environment.

Safety leadership starts with the total commitment to safety at the program level and flows down from the Manager of Utility Operations and to all workers. With this commitment, Corix will achieve excellence in all safety and health areas. It is imperative that employees take ownership of the Safety and Health program in order to obtain zero accidents and zero environmental incidents. Our Manager of Utility Operations is accountable for protecting the environment and the safety and health of every worker at the site. The safety and health of workers and the public are protected by identifying, analyzing, and mitigating hazards and implementing effective work practices. We will not compromise safety for the sake of any other objective.

Corix has the following responsibilities to its employees:

- The first responsibility is to involve all employees in the task or job, including planning, hazard identification, pre-job hazard briefing, and all aspects of the task or job performance.
- The responsibility of management is to ensure that all employees (labor, planners, supervisors, QA, and Safety and Health) are involved in all aspects of the job or task at hand. Management ensures that all work is performed within the controls that have been identified and continually

reviews the job for any new hazards. Management will assign only qualified and appropriately trained personnel to perform the job or task.

- The responsibilities of the Health and Safety Coordinator is to review implementation of the safety program, to provide guidance on the selection and use of safe work practices and to help identify, analyze and mitigate hazards. Safety and Health personnel will be vigilant in providing oversight of work activities and will provide technical support and professional knowledge to the personnel performing the job.

Corix methodology to accomplish improvements in our safety program:

- Initial walk down of work site to understand what issues are present.
- The generation of a site specific Safety and Health Plan that is tailored to the needs of the work site and the implementation of revisions to the Safety and Health Plan that may be needed to address new or unrecognized work activities.
- The training of employees on the requirements and information included in the Safety and Health Plan as well as other mandated training.
- Regularly scheduled site/work area inspections that can lead to quick hazard identification and therefore control of these hazards.
- The hazard abatement Job Hazard Analysis/Pre-Job Hazard Briefing (JHA/PJHB) process which will need the input of all persons involved in the work being planned.
- Gathering and utilizing employee feedback to continually improve our processes.
- Employee empowerment - employees have stop work authority if safety or gross violations of work requirements occur.
- Employee involvement – employees are encouraged and may have company provided incentives to express concerns and to assist in the JHA/PJHB process.

By using the above mentioned procedures, Corix strives to continuously improve working conditions for employees, lower operating costs and maintain a workplace that is socially responsible.

3.13.3 Personal Protective Equipment (PPE)

During new employee orientation, our employees will be provided initial PPE along with introductory training on the required PPE and how to use and maintain it in a sanitary and reliable condition. JHAs, SOPs, MSDSs, and site-specific plans identify the proper PPE that will be worn when conducting each task. In addition, the Manager of Utility Operations will ensure that each individual has the proper PPE and is trained in its use. Corix requires that annual refresher training be conducted on the proper wear and care of the PPE.

Typical PPE used by our staff for utility operations includes the following: hard hats, eye protection, face protection, level 'B' chlorine protective suits, ear protection, rubber gloves, electrical gloves and rubber aprons.

Therefore, we will provide the following equipment, as a minimum for the facility:

- Portable gas monitors for confined-space work,
- PPE as mentioned above,
- Confined space equipment,
- Traffic control equipment (cones, barricades), and
- Site-specific training tools (videos, training courses).

3.13.4 Personnel Medical Surveillance

Pre-employment screening includes a mandatory drug test. Random company-employment drug testing is also standard procedure and will include all utility employees.

3.13.5 Project Appearance and Housekeeping

One of the key issues in ensuring a safe and orderly work place is to maintain the facilities in a manner that always promotes safety. A work place that lacks proper housekeeping invites accidents and poor performance to standards. In Corix, proper housekeeping is required so that facilities are free of debris and equipment is properly maintained to minimize the potential for on-site accidents. Because even office environments are the sites of frequent safety incidents, our program emphasizes proper housekeeping there, as well.

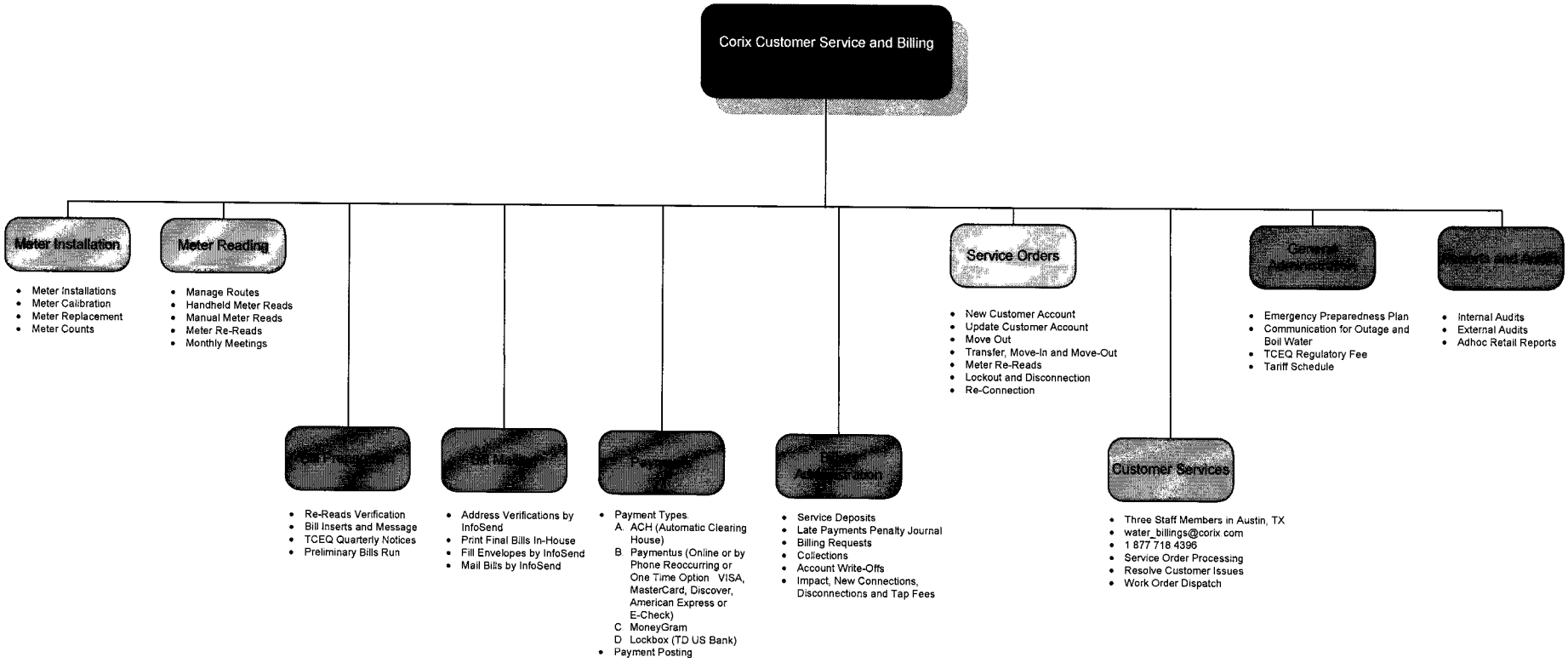
3.14 Customer Care and Billing Initial Operating Plan

Corix will perform the Customer Care and Utility Billing functions for approximately 1,104 customers in the service area. Corix is committed to providing a seamless transition and excellent service to its customers A Customer Care Supervisor, one Customer Care and Billing Specialist and a Customer Care and Administrative Representative will handle the responsibilities for customer care and billing. This team will be based out of the Corix office located in Austin, Texas.

A state of the art VOIP telephone system allows redundancy in our center should the location go down due to an unplanned event such an extraordinary storm event or natural disaster. In addition, it allows for expanded coverage hours to support customer needs. After hours emergency dispatch is in place for any emergencies after normal business hours.

A Customer Care and Billing Specialist will migrate BRWC's current customer information and billing data into our customer care system in Northstar and TAG to dispatch field operation activities and access real-time account and premise information. Northstar is a web-based software program with numerous links that will allow a Customer Care Representative to drill deeper into specific information about specific bills, meter reads, field activities, collection and severance processes that are displayed at a high level on the home screen. The Customer Care Representative can also review current and past customer contacts allowing them to answer customer questions that may have arisen previously. Northstar allows field activity information at a customer premise to be stored indefinitely allowing Corix to act in a cost effective manner when considering repair or replacement of equipment or lines. In addition, Corix system automates field activity dispatching to allow the field personnel to complete field activities in a live environment so that the Customer Care Representatives/Supervisors have the information available as soon as the order is completed. This will allow Corix to accurately and quickly respond to its customers and generated customer bills in Northstar to allow the customer to compare their consumption history by listing the previous eleven months on their statement. This enhanced information allows customers the ability to review their account history, to make informed decisions about their service and to recognize changes in their service usage.

Figure 12: Customer Care and Billing



4 COMMUNITY OUTREACH PLAN

4.1 COMMUNITY RELATIONS

Community acceptance is essential in facilitating a prompt and streamlined transition to Corix ownership. To achieve the community's confidence in Corix as a new owner/operator, we are committed to working with the community through public and stakeholder communications. These communications are guided by requirements usually determined in consultation with BRWC during a transition period, recognizing previous established relationships and practices with its customers and other key stakeholders. The communications plan would be centered on our overall operational, integration, and financial plans, with specific details on our projections of utility rates required by Corix in order to continue to deliver the same level of reliability and safety that BRWC currently delivers.

Some of the key components in our community relations and communications plans are:

- Research to gain understanding and insights into the priorities and needs of the community.
- Development of communications materials with appropriate messaging about Corix and the benefits of an investor-owned utility operation.
- Strategies for public engagement and elected official outreach through face-to-face meetings, digital and social media and media relations.

Community Involvement

We believe a strong community will support a strong and reliable utility. Corix and its employees support local charities and community groups in every region in which we operate. We also believe in supporting environmental and sustainability initiatives that align well with our core businesses. In our University of Oklahoma transaction that was completed in 2010, Corix donated $2 million to establish the Corix Institute for Water Resources and Sustainability, a research effort devoted to water sustainability in emerging and critical regions. The Institute includes three programs:

Program 1: The Water Technologies for Emerging Regions Center uses innovative teaching and technological approaches to address drinking water and sanitation problems in developing countries and in remote areas of the United States with unsafe water sources.

Program 2: The Oklahoma Water Survey serve as the focal point and catalyst for the University's wide and deep expertise in education, research and outreach in water topics.

Program 3: The Corix Institute focuses on water, energy and sustainability issues in climate-critical regions including the great plains of the US and other regions such as Africa.

Corix also established and funded an endowed faculty position, a Sustainability Chair dedicated to advancing the research and development of sustainable utility solutions.

EXHIBIT F: OTHER TRANSACTION CONSIDERATIONS

7. OTHER TRANSACTION CONSIDERATIONS

The following details are in response to Question 13 (b) "Other Transaction Considerations" with regards to Corix Utilities (Texas) Inc. acquisition of the BRWC system, include the following:

7.1 PROJECT INITIATIVES IN THE REGION

Corix is experienced in providing long-term sustainable utility service to the systems under its operation and control. Corix provides utilities operations, utility services and utility products. Our utilities services group in Texas currently provide meter reading and automated meter and network installation services to Austin Energy and CPS Energy in San Antonio. Corix Water Products has recently established a sales force and store in Buda, Texas. The water products group provides pipe, valve, control products, and specialty valve and master meters. Having this multiple services capacity allows Corix to support its utility operations with technical expertise in utility operations and maintenance, measurement and metering and product/systems that other public or private utilities typically do not have in-house.

7.2 CUSTOMER CARE AND UTILITY BILLING SERVICES

1. Corix will be converting the customer base to our Northstar system which will provide customers with a fully comprehensive bill including historical consumption data.

2. Customers will receive a Corix welcome pamphlet with their first months bill providing information on billing statement format, how to make payments, and general information or common questions.

3. Customers will be provided with online access via the Corix website to set-up new service, provide a change of address, transfer of service, or a move out request. Customers can also view the current amount due via Corix website and make an online payment at any time.

4. Customer service orders and records will be kept on file for a minimum of seven years in the Austin, Texas office and although the servers are out of state and fully supported by a secure data center the information will be accessible to the TCEQ and the customers at any time. This issue has been previously discussed with the Commission and we had received approval at that time.

5. The customers will be supported by a call center with attendants available Monday through Friday between the hours of 8:00 a.m. to 5:00 p.m. for billing or general inquires. Customers will be routed to an after-hours dispatcher for emergencies after general business hours.

6. Customer deposits will be purchased from BRWC and held on account. Amounts will be reviewed and adjusted as per the TCEQ rules and refunds will be provided to customers as required.

EXHIBIT G: TARIFF TERMS AND CONDITIONS/DROUGHT CONTINGENCY PLAN

8. TARIFF TERMS AND CONDITIONS

The following information in response to Question 14 of the TCEQ Application:

- Section 1.0: Rate Schedule
- Section 2.0: Service Rules and Policies
- Section 3.0: Extension Policy
- Section 4.0: Drought Contingency Plan
- Appendix A: Sample Service Agreement
- Appendix B: Blank Application Form

WATER UTILITY TARIFF FOR

Corix Utilities (Texas) Inc.	1812 Centre Creek Drive, Suite 207
(Utility Name)	(Business Address)
Austin, Texas 78754	(512) 306.4000
(City, State, Zip Code)	(Area Code/Telephone)

This tariff is effective for utility operations under the following Certificate of Convenience and Necessity:

New CCN number to be assigned.

This tariff is effective in the following county (ies):

Washington

This tariff is effective in the following cities or unincorporated towns (if any):

None

This tariff is effective in the following subdivisions, systems and public water system number(s):

Northeast Washington County (PWS ID No. 290043)

The above utility lists the following sections of its tariff (if additional pages are needed for a section, all pages should be numbered consecutively):

TABLE OF CONTENTS

SECTION 1.0: RATE SCHEDULE

SECTION 1.01: RATES

Meter Size	Monthly Base Rate (Includes 0 Gallons)	Gallonage Charge
5/8"	$30.00	$3.87 per 1,000 gallons for 1-12,000 gallons
3/4"	$45.00	$6.05 per 1,000 gallons for 12,001-25,000 gallons
1"	$75.00	$9.99 per 1,000 gallons for usage 25,001 and up
1 1/2"	$150.00	
2"	$240.00	
3"	$450.00	

FORM OF PAYMENT: The utility will accept the following forms of payment:

Cash [X] Check [X] Money Order [X] Credit Card [X] Other (specify) Electronic Funds Transfer

THE UTILITY MAY REQUIRE EXACT CHANGE FOR PAYMENTS AND MAY REFUSE TO ACCEPT PAYMENTS MADE USING MORE THAN $1.00 IN SMALL COINS. A WRITTEN RECEIPT WILL BE GIVEN FOR CASH PAYMENTS.

REGULATORY ASSESSMENT 1.0%

A REGULATORY ASSESSMENT, EQUAL TO ONE PERCENT OF THE RETAIL CHARGE FOR RETAIL WATER SERVICE ONLY, SHALL BE COLLECTED FROM RETAIL CUSTOMER

SECTION 1.02: MISCELLANEOUS FEES

TAP FEE $290.00

TAP FEE COVERS THE UTILITY'S COSTS FOR MATERIALS AND LABOR TO INSTALL A STANDARD RESIDENTIAL 5/8" or 3/4" METER. AN ADDITIONAL FEE TO COVER UNIQUE COSTS IS PERMITTED IF LISTED ON THIS TARIFF.

TAP FEE (Unique costs) ..... Actual Cost

FOR EXAMPLE, A ROAD BORE FOR CUSTOMERS OUTSIDE OF SUBDMSIONS OR RESIDENTIAL AREAS.

LARGE METER TAP FEE ..... Actual Cost

TAP FEE IS BASED ON THE UTILITY'S ACTUAL COST FOR MATERIALS AND LABOR FOR METERS LARGER THAN STANDARD 5/ 8" or 3/4" METERS.

RECONNECTION FEE

THE RECONNECT FEE MUST BE PAID BEFORE SERVICE CAN BE RESTORED TO A CUSTOMER WHO HAS BEEN DISCONNECTED FOR THE FOLLOWING REASONS:

a) Non-payment of bill (Maximum $25.00) $25.00

b) Customer's request $45.00

OR OTHER REASONS LISTED UNDER SECTION 2.0 OF THIS TARIFF

TRANSFER FEE $25.00

THE TRANSFER FEE WILL BE CHARGED FOR CHANGING AN ACCOUNT NAME AT THE SAME SERVICE WCATJON WHEN THE SERVICE IS NOT DISCONNECTED.

LATE CHARGE 10%

A ONE-TIME PENALTY MAY BE MADE ON DELINQUENT BILLS BUT MAY NOT BE APPLIED TO ANY BALANCE TO WHICH THE PENALTY WAS APPLIED IN A PREVIOUS BILLING

RETURNED CHECK CHARGE $25.00

RETURNED CHECK CHARGES MUST BE BASED ON THE UTILITY'S DOCUMENTABLE COST:

CUSTOMER DEPOSIT RESIDENTIAL (Maximum $50) $50.00

COMMERCIAL AND NON-RESIDENTIAL DEPOSIT ..... 1/6TH OF ESTIMATED ANNUAL BILL

METER TEST FEE (actual cost of testing the meter up to) $25.00

THIS FEE MAY BE CHARGED IF A CUSTOMER REQUESTS A SECOND METER TEST WITHIN A TWO-YEAR PERIOD AND THE TEST INDICATES THAT THE METER IS RECORDING ACCURATELY.

SEASONAL RECONNECTION FEE

BASE RATE FOR METER SIZE TIMES NUMBER OF MONTHS OFF THE SYSTEM NOT TO EXCEED SIX MONTHS WHEN LEAVE AND RETURN WITHIN A TWELVE-MONTH PERIOD.

METER RELOCATION FEE ..... Actual Cost to relocate that meter

THIS FEE MAY BE CHARGED IF A CUSTOMER REQUESTS RELOCATION OF AN EXISTING METER

METER CONVERSION FEE ..... Actual Cost to convert that meter

THIS FEE MAY BE CHARGED IF A CUSTOMER REQUESTS CHANGE OF SIZE OF AN EXISTING METER OR CHANGE IS REQUIRED BY MATERIAL CHANGE IN CUSTOMERS SERVICE DEMAND

LINE EXTENSION AND CONSTRUCTION CHARGES:

REFER TO SECTION 2.20-SPECIFIC UTILITY SERVICE RULES AND SECTION 3.20 UTILITY SPECIFIC EXTENSION POLICY FOR TERMS, CONDITIONS, AND CHARGES.

GOVERNMENTAL TESTING, INSPECTION AND COSTS SURCHARGE CLAUSE:

INCREASES IN INSPECTION FEES AND WATER TESTING COSTS IMPOSED BY STATE OR FEDERAL LAW MAY BE PASSED THROUGH AS AN ADJUSTMENT TO THE MONTHLY BASE RATE CHARGE UNDER THE TERMS AND CONDITIONS OF 30 T.A.C. 291.21(K)(2) AFTER NOTICE TO CUSTOMERS AND UPON WRITTEN APPROVAL BY THE TCEQ.

PURCHASED WATER AND/OR DISTRICT FEE PASS THROUGH CLAUSE:

CHANGES IN FEES IMPOSED BY ANY NON-AFFILIATED THIRD PARTY WATER SUPPLIER OR UNDERGROUND WATER DISTRICT HAVING JURISDICTION OVER THE UTILITY SHALL BE PASSED THROUGH AS AN ADJUSTMENT TO THE WATER GALLONAGE CHARGE ACCORDING TO THE FOLLOWING FORMULA:

AG	=	G + B/(1-L), where
AG	=	adjusted gallonage charge, rounded to the nearest one cent:
G	=	approved gallonage charge (per 1,000 gallons);
B	=	change in purchased water / district gallonage charge (per 1,000 gallons);
L	=	system average line loss for preceding 12 months not to exceed 0.15

SECTION 2.0: SERVICE RULES AND REGULATIONS

The utility will have the most current Texas Commission on Environmental Quality Rules, Chapter 291, Water Utility Regulation, available at its office for reference purposes. The Rules and this tariff shall be available for public inspection and reproduction at a reasonable cost. The latest Rules or Commission approved changes to the Rules supersede any rules or requirements in this tariff.

SECTION 2.01: APPLICATION FOR WATER SERVICE

All applications for service will be made on the utility's standard application or contract form (attached in the Appendix to this tariff), will be signed by the applicant, any required fees (deposits, reconnect, tap, extension fees, etc. as applicable) will be paid and easements, if required, will be granted before service is provided by the utility. A separate application or contract will be made for each service location.

SECTION 2.02: REFUSAL OF SERVICE

The utility may decline to serve an applicant until the applicant has complied with the regulations of the regulatory agencies (state and municipal regulations) and for the reasons outlined in the TCEQ Rules. In the event that the utility refuses to serve an applicant, the utility will inform the applicant in writing of the basis of its refusal. The utility is also required to inform the applicant a complaint may be filed with the Commission.

SECTION 2.03: FEES AND CHARGES AND EASEMENTS REQUIRED BEFORE SERVICE CAN BE CONNECTED

(A) Customer Deposits

If a residential applicant cannot establish credit to the satisfaction of the utility, the applicant may be required to pay a deposit as provided for in Section 1.02 - Miscellaneous Fees of this tariff. The utility will keep records of the deposit and credit interest in accordance with TCEQ Rules.

Residential applicants 65 years of age or older may not be required to pay deposits unless the applicant has an outstanding account balance with the utility or another water or sewer utility which accrued within the last two years.

Nonresidential applicants who cannot establish credit to the satisfaction of the utility may be required to make a deposit that does not exceed an amount equivalent to one-sixth of the estimated annual billings.

Refund of deposit - If service is not connected, or after disconnection of service, the utility will promptly refund the customer's deposit plus accrued interest or the balance, if any, in excess of the unpaid bills for service furnished. The utility may refund the deposit at any time prior to termination of utility service but must refund the deposit plus interest for any residential customer who has paid 18 consecutive billings without being delinquent.

(B) Tap or Reconnect Fees

A new customer requesting service at a location where service has not previously been provided must pay a tap fee as provided in Section 1. A customer requesting service where service has previously been provided must pay a reconnect fee as provided in Section 1. Any applicant or existing customer required to pay for any costs not specifically set forth in the rate schedule pages of this tariff shall be given a written explanation of such costs prior to request for payment and/or commencement of construction. If the applicant or existing customer does not believe that these costs are reasonable or necessary, the applicant or existing customer shall be informed of their right to appeal such costs to the TCEQ or such other regulatory authority having jurisdiction over the utility's rates in that portion of the utility's service area in which the applicant's or existing customer's property (ies) is located.

Fees in addition to the regular tap fee may be charged if listed specifically in Section 1 to cover unique costs not normally incurred as permitted by 30 T. A. C. 291.86(a)(1)(C). For example, a road bore for customers outside a subdivision or residential area could be considered a unique cost.

(C) Easement Requirement

Where recorded public utility easements on the service applicant's property do not exist or public road right-of-way easements are not available to access the applicant's property, the Utility may require the applicant to provide it with a permanent recorded public utility easement on and across the applicant's real property sufficient to provide service to that applicant. Such easement(s) shall not be used for the construction of production, storage, transmission or pressure facilities unless they are needed for adequate service to that applicant.

SECTION 2.04: UTILITY RESPONSE TO APPLICATIONS FOR SERVICE

After the applicant has met all the requirements, conditions and regulations for service, the Utility will install tap, meter and utility cut-off valve and/or take all necessary actions to initiate service. The Utility will serve each qualified applicant for service within five (5) working days unless line extensions or new facilities are required. If construction is required to fill the order and if it cannot be completed within 30 days, the Utility will provide the applicant with a written explanation of the construction required and an expected date of service.

Except for good cause where service has previously been provided, service will be reconnected within one working day after the applicant has met the requirements for reconnection.

SECTION 2.05: CUSTOMER RESPONSIBILITY

The customer will be responsible for furnishing and laying the necessary customer service pipe from the meter location to the place of consumption. Customers will not be allowed to use the Utility's cut-off valve on the Utility's side of the meter. Existing customers may install cutoff valves on their side of the meter and are encouraged to do so. All new customers may be required to install and maintain a cut-off valve on their side of the meter.

No direct connection between a public water supply system and any potential source of contamination or between a public water supply system and a private water source (ex. private well) will be allowed. A customer shall not connect, or allow any other person or party to connect, onto any water lines on his premises.

SECTION 2.06: CUSTOMER SERVICE INSPECTIONS

Applicants for new service connections or facilities which have undergone extensive plumbing modifications are required to furnish the Utility a completed customer service inspection certificate. The inspection certificate shall certify that the establishment is in compliance with the Texas Commission on Environmental Quality Rules and Regulations for Public Water Systems, Section 290.46(j). The Utility is not required to perform these inspections for the applicant/customer, but will assist the applicant/customer in locating and obtaining the services of a certified inspector.

SECTION 2.07: BACK FLOW PREVENTION DEVICES

No water connection shall be allowed to any residence or establishment where an actual or potential contamination hazard exists unless the public water facilities are protected from contamination by either an approved air gap, backflow prevention assembly, or other approved device. The type of device or backflow prevention assembly required shall be determined by the specific potential hazard identified in §290.47(i) Appendix I, Assessment of Hazards and Selection of Assemblies of the TCEQ Rules and Regulations for Public Water Systems.

The use of a backflow prevention assembly at the service connection shall be considered as additional backflow protection and shall not negate the use of backflow protection on internal hazards as outlined and

enforced by local plumbing codes. When a customer service inspection certificate indicates that an adequate internal cross-connection control program is in effect, backflow protection at the water service entrance or meter is not required.

At any residence or establishment where it has been determined by a customer service inspection, that there is no actual or potential contamination hazard, as referenced in Section 290.47(i) Appendix I, Assessment of Hazards and Selection of Assemblies of the TCEQ Rules and Regulations for Public Water Systems, then a backflow prevention assembly or device is not required. Outside hose bibs do require, at a minimum, the installation and maintenance of a working atmospheric vacuum breaker.

All backflow prevention assemblies or devices shall be tested upon installation by a TCEQ certified backflow prevention assembly tester and certified to be operating within specifications. Backflow prevention assemblies which are installed to provide protection against health hazards must also be tested and certified to be operating within specifications at least annually by a certified backflow prevention assembly tester.

If the Utility determines that a backflow prevention assembly or device is required, the Utility will provide the customer or applicant with a list of TCEQ certified backflow prevention assembly testers. The customer will be responsible for the cost of installation and testing, if any, of backflow prevention assembly or device. The customer should contact several qualified installers to compare prices before installation. The customer must pay for any required maintenance and annual testing and must furnish a copy of the test results demonstrating that the assembly is functioning properly to the Utility within 30 days after the anniversary date of the installation unless a different date is agreed upon.

SECTION 2.08: ACCESS TO CUSTOMER'S PREMISES

The Utility will have the right of access to the customer's premises at all reasonable times for the purpose of installing, testing, inspecting or repairing water mains or other equipment used in connection with its provision of water service, or for the purpose of removing its property and disconnecting lines, and for all other purposes necessary to the operation of the utility system including inspecting the customer's plumbing for code, plumbing or tariff violations. The customer shall allow the Utility and its personnel access to the customer's property to conduct any water quality tests or inspections required by law. Unless necessary to respond to equipment failure, leak or other condition creating an immediate threat to public health and safety or the continued provision of adequate utility service to others, such entry upon the customer's property shall be during normal business hours and the Utility personnel will attempt to notify the customer that they will be working on the customer's property. The customer may require any Utility representative, employee, contractor, or agent seeking to make such entry identify themselves, their affiliation with the Utility, and the purpose of their entry.

All customers or service applicants shall provide access to meters and utility cut-off valves at all times reasonably necessary to conduct ordinary utility business and after normal business hours as needed to protect and preserve the integrity of the public drinking water supply.

SECTION 2.09: METER REQUIREMENTS, READINGS, AND TESTING

One meter is required for each residential, commercial, or industrial connection. All water sold by the Utility will be billed based on meter measurements. The Utility will provide, install, own and maintain meters to measure amounts of water consumed by its customers.

Meters will be read at monthly intervals and as nearly as possible on the corresponding day of each monthly meter reading period unless otherwise authorized by the Commission.

Meter tests. The Utility will, upon the request of a customer, and, if the customer so desires, in his or her presence or in that of his or her authorized representative, make without charge a test of the accuracy of the customer's meter. If the customer asks to observe the test, the test will be made during the Utility's normal working hours at a time convenient to the customer. Whenever possible, the test will be made on the customer's premises, but may, at the Utility's discretion, be made at the Utility's testing facility. If within a period of two years the customer requests a new test, the Utility will make the test, but if the meter is found to be

within the accuracy standards established by the American Water Works Association, the Utility will charge the customer a fee which reflects the cost to test the meter up to a maximum $25 for a residential customer. Following the completion of any requested test, the Utility will promptly advise the customer of the date of removal of the meter, the date of the test, the result of the test, and who made the test.

SECTION 2.10: BILLING

(A) Regular Billing

Bills from the Utility will be mailed monthly unless otherwise authorized by the Commission. The due date of bills for utility service will be at least sixteen (16) days from the date of issuance. The postmark on the bill or, if there is no postmark on the bill, the recorded date of mailing by the Utility will constitute proof of the date of issuance. Payment for utility service is delinquent if full payment, including late fees and the regulatory assessment, is not received at the Utility or the Utility's authorized payment agency by 5:00 p.m. on the due date. If the due date falls on a holiday or weekend, the due date for payment purposes will be the next workday after the due date.

(B) Late Fees

A late penalty of either $5.00 or 10.0% will be charged on bills received after the due date. The penalty on delinquent bills will not be applied to any balance to which the penalty was applied in a previous billing. The Utility must maintain a record of the date of mailing to charge the late penalty.

(C) Information on Bill

Each bill will provide all information required by the TCEQ Rules. For each of the systems it operates, the Utility will maintain and note on the monthly bill a local or toll-free telephone number (or numbers) to which customers can direct questions about their utility service.

(D) Prorated Bills

If service is interrupted or seriously impaired for 24 consecutive hours or more, the Utility will prorate the monthly base bill in proportion to the time service was not available to reflect this loss of service.

SECTION 2.11: PAYMENTS

All payments for utility service shall be delivered or mailed to the Utility's business office. If the business office fails to receive payment prior to the time of noticed disconnection for non-payment of a delinquent account, service will be terminated as scheduled. Utility service crews shall not be allowed to collect payments on customer accounts in the field.

Payment of an account by any means that has been dishonored and returned by the payor or payee's bank, shall be deemed to be delinquent. All returned payments must be redeemed with cash or valid money order. If a customer has two returned payments within a twelve month period, the customer shall be required to pay a deposit if one has not already been paid.

SECTION 2.12: SERVICE DISCONNECTION

(A) With Notice

Utility service may be disconnected if the bill has not been paid in full by the date listed on the termination notice. The termination date must be at least 10 days after the notice is mailed or hand delivered.

The Utility is encouraged to offer a deferred payment plan to a customer who cannot pay an outstanding bill in full and is willing to pay the balance in reasonable installments. However, a customer's utility service may be disconnected if a bill has not been paid or a deferred payment agreement entered into within 26 days from the date of issuance of a bill and if proper notice of termination has been given.

Notice of termination must be a separate mailing or hand delivery in accordance with the TCEQ Rules.

B) Without Notice

Utility service may also be disconnected without notice for reasons as described in the TCEQ Rules.

SECTION 2.13: RECONNECTION OF SERVICE

Utility personnel must be available during normal business hours to accept payments on the day service is disconnected and the following day unless service was disconnected at the customer's request or due to a hazardous condition.

Service will be reconnected within 36 hours after the past due bill, reconnect fees and any other outstanding charges are paid or the conditions which caused service to be disconnected are corrected.

SECTION 2.14: SERVICE INTERRUPTIONS

The Utility will make all reasonable efforts to prevent interruptions of service. If interruptions occur, the Utility will re-establish service within the shortest possible time. Except for momentary interruptions due to automatic equipment operations, the Utility will keep a complete record of all interruptions, both emergency and scheduled and will notify the Commission in writing of any service interruptions affecting the entire system or any major division of the system lasting more than four hours. The notice will explain the cause of the interruptions.

SECTION 2.15: QUALITY OF SERVICE

The Utility will plan, furnish, and maintain production, treatment, storage, transmission, and distribution facilities of sufficient size and capacity to provide a continuous and adequate supply of water for all reasonable consumer uses. Unless otherwise authorized by the Commission, the Utility will maintain facilities as described in the Texas Commission on Environmental Quality Rules and Regulations for Public Water Systems.

SECTION 2.16: CUSTOMER COMPLAINTS AND DISPUTES

If a customer or applicant for service lodges a complaint, the Utility will promptly make a suitable investigation and advise the complainant of the results. Service will not be disconnected pending completion of the investigation. If the complainant is dissatisfied with the Utility's response, the Utility must advise the complainant that he has recourse through the Texas Commission on Environmental Quality complaint process. Pending resolution of a complaint, the commission may require continuation or restoration of service.

The Utility will maintain a record of all complaints which shows the name and address of the complainant, the date and nature of the complaint and the adjustment or disposition thereof, for a period of two years after the final settlement of the complaint.

In the event of a dispute between a customer and a Utility regarding any bill for utility service, the Utility will conduct an investigation and report the results to the customer. If the dispute is not resolved, the Utility will inform the customer that a complaint may be filed with the Commission.

SECTION 2.17: CUSTOMER LIABILITY

Customer shall be liable for any damage or injury to utility-owned property shown to be caused by the customer.

SECTION 3.0: EXTENSION POLICY

SECTION 3.01: STANDARD EXTENSION REQUIREMENTS

LINE EXTENSION AND CONSTRUCTION CHARGES: NO CONTRIBUTION IN AID OF CONSTRUCTION MAY BE REQUIRED OF ANY CUSTOMER EXCEPT AS PROVIDED FOR IN THIS APPROVED EXTENSION POLICY.

The Utility is not required to extend service to any applicant outside of its certified service area and will only do so under terms and conditions mutually agreeable to the Utility and the applicant, in compliance with TCEQ rules and policies, and upon extension of the Utility's certified service area boundaries by the TCEQ.

The applicant for service will be given an itemized statement of the costs, options such as rebates to the customer, sharing of construction costs between the Utility and the customer, or sharing of costs between the customer and other applicants prior to beginning construction.

The Utility is not required to extend service to any applicant outside of its certificated service area and will only do so under terms and conditions mutually agreeable to the Utility and the applicant, in compliance with TCEQ rules and policies, and upon extension of the Utility's certificated service area boundaries by the TCEQ.

SECTION 3.02: COSTS UTILITIES AND SERVICE APPLICANTS SHALL BEAR

Within its certified area, the Utility will pay the cost of the first 200 feet of any water main or distribution line necessary to extend service to an individual residential customer within a platted subdivision.

However, if the residential customer requesting service purchased the property after the developer was notified in writing of the need to provide facilities to the Utility, the Utility may charge for the first 200 feet. The Utility must also be able to document that the developer of the subdivision refused to provide facilities compatible with the Utility's facilities in accordance with the Utility's approved extension policy after receiving a written request from the Utility.

Residential customers will be charged the equivalent of the costs of extending service to their property from the nearest transmission or distribution line even if that line does not have adequate capacity to serve the customer. However, if the customer places unique, non-standard service demands upon the system, the customer may be charged the additional cost of extending service to and throughout their property, including the cost of all necessary transmission and storage facilities necessary to meet the service demands anticipated to be created by that property.

Unless an exception is granted by the TCEQ's Executive Director, the residential service applicant shall not be required to pay for costs of main extensions greater than 2" in diameter for water distribution and pressure wastewater collection lines and 6" in diameter for gravity wastewater lines.

Exceptions may be granted by the TCEQ Executive Director if:

- adequate service cannot be provided to the applicant using the maximum line sizes listed due to distance or elevation, in which case, it shall be the Utility's burden to justify that a larger diameter pipe is required for adequate service;
- or larger minimum line sizes are required under subdivision platting requirements or building codes of municipalities within whose corporate limits or extraterritorial jurisdiction the point of use is located; or the residential service applicant is located outside the CCN service area.

If an exception is granted, the Utility shall establish a proportional cost plan for the specific extension or a rebate plan which may be limited to seven years to return the portion of the applicant's costs for oversizing as new customers are added to ensure that future applicants for service on the line pay at least as much as the initial service applicant.

For purposes of determining the costs that service applicants shall pay, commercial customers with service demands greater than residential customer demands in the certified area, industrial, and wholesale customers shall be treated as developers. A service applicant requesting a one inch meter for a lawn sprinkler system to service a residential lot is not considered nonstandard service.

If an applicant requires service other than the standard service provided by the utility, such applicant will be required to pay all expenses incurred by the Utility in excess of the expenses that would be incurred in providing the standard service and connection beyond 200 feet and throughout his property including the cost of all necessary transmission facilities.

Applicants may be subject to a Service Availability Review Fee, Engineering Review Fee and a Project Administration, Review & Inspection Fee for projects associated with extending service to Customers if deemed appropriate by the Utility. All such fees shall be charged based upon the cost incurred by the Utility.

The Utility will bear the incremental cost of any over-sizing of water mains necessary to serve other customers in the immediate area. The individual residential customer shall not be charged for any additional production, storage, or treatment facilities. Contributions in aid of construction may not be required of individual residential customers for production, storage, treatment or transmission facilities unless otherwise approved by the Commission under this specific extension policy.

SECTION 3.03: CONTRIBUTIONS IN AID OF CONSTRUCTION

Developers may be required to provide contributions in aid of construction in amounts sufficient to furnish the development with all facilities necessary to provide for reasonable local demand requirements and to comply with Texas Commission on Environmental Quality minimum design criteria for facilities used in the production, transmission, pumping, or treatment of water or Texas Commission on Environmental Quality minimum requirements. For purposes of this subsection, a developer is one who subdivides or requests more than two meters on a piece of property. Commercial, industrial, and wholesale customers will be treated as developers.

Any applicant who places unique or non-standard service demands on the system may be required to provide contributions in aid of construction for the actual costs of any additional facilities required to maintain compliance with the Texas Commission on Environmental Quality minimum design criteria for water production, treatment, pumping, storage and transmission.

Any service extension to a subdivision (recorded or unrecorded) may be subject to the provisions and restrictions of 30 TAC 291.86(d). When a developer wishes to extend the system to prepare to service multiple new connections, the charge shall be the cost of such extension, plus a pro-rata charge for facilities which must be committed to such extension compliant with the Texas Commission on Environmental Quality minimum design criteria. As provided by 30 T.A.C. 291.85(e)(3), for purposes of this section, commercial, industrial, and wholesale customers shall be treated as developers.

A Utility may only charge a developer standby fees for unrecovered costs of facilities committed to a developer's property under the following circumstances:

- Under a contract and only in accordance with the terms of the contract; or
- If service is not being provided to a lot or lots within two years after installation of facilities necessary to provide service to the lots has been completed and if the standby fees are included on the utilities approved tariff after a rate change application has been filed. The fees cannot be billed to the developer or collected until the standby fees have been approved by the Commission or Executive Director.
- For purposes of this section, a manufactured housing rental community can only be charged standby fees under a contract or if the Utility installs the facilities necessary to provide individually metered service to each of the rental lots or spaces in the community.

SECTION 3.04: APPEALING CONNECTION COSTS

The imposition of additional extension costs or charges as provided by Sections 3.0 - Extension Policy of this tariff shall be subject to appeal as provided in this tariff, TCEQ rules, or the rules of such other regulatory authority as may have jurisdiction over the Utility's rates and services. Any applicant required to pay for any costs not specifically set forth in the rate schedule pages of this tariff shall be given a written explanation of such costs prior to payment and/or commencement of construction. If the applicant does not believe that these costs are reasonable or necessary, the applicant shall be informed of the right to appeal such costs to the TCEQ or such other regulatory authority having jurisdiction over the Utility's rates in that portion of the Utility's service area in which the applicant's property (ies) is located.

SECTION 3.05: APPLYING FOR SERVICE

The Utility will provide a written service application form to the applicant for each request for service received by the Utility's business offices. A separate application shall be required for each potential service location if more than one service connection is desired by any individual applicant. Service application forms will be available at the Utility's business office during normal weekday business hours. Service applications will be sent by prepaid first class United States mail to the address provided by the applicant upon request. Completed applications should be returned by hand delivery in case there are questions which might delay fulfilling the service request. Completed service applications may be submitted by mail if hand delivery is not possible.

Where a new tap or service connection is required, the service applicant shall be required to submit a written service application and request that a tap be made. A diagram, map, plat, or written metes and bounds description of precisely where the applicant desires each tap or service connection is to be made and, if necessary, where the meter is to be installed, along the applicant's property line may also be required with the tap request. The actual point of connection and meter installation must be readily accessible to Utility personnel for inspection, servicing, and meter reading while being reasonably secure from damage by vehicles and mowers. If the Utility has more than one main adjacent to the service applicant's property, the tap or service connection will be made to the Utility's nearest service main with adequate capacity to service the applicant's full potential service demand. Beyond the initial 200 feet, the customer shall bear only the equivalent cost of extending from the nearest main. If the tap or service connection cannot be made at the applicant's desired location, it will be made at another location mutually acceptable to the applicant and the Utility. If no agreement on location can be made, the applicant may refer the matter to the TCEQ for resolution.

SECTION 3.06: QUALIFIED SERVICE APPLICANT

A "qualified service applicant" is an applicant who has: (1) met all of the Utility's requirements for service contained in this tariff, TCEQ rules and/or TCEQ order, (2) has made payment or made arrangement for payment of tap fees, (3) has provided all easements and rights-of-way required to provide service to the requested location, (4) delivered an executed customer service inspection certificate to the Utility, if applicable, and (5) has executed a customer service application for each location to which service is being requested.

The Utility shall serve each qualified service applicant within its certified service area as soon as practical after receiving a completed service application. All service requests will be fulfilled within the time limits prescribed by TCEQ rules once the applicant has met all conditions precedent to achieving "qualified service applicant" status. If a service request cannot be fulfilled within the required period, the applicant shall be notified in writing of the delay, its cause and the anticipated date that service will be available. The TCEQ service dates shall not become applicable until the service applicant has met all conditions precedent to becoming a qualified service applicant as defined by TCEQ rules.

SECTION 4.0: DROUGHT CONTINGENCY PLAN

SECTION I: DECLARATION OF POLICY, PURPOSE AND INTENT

In order to conserve the available water supply and protect the integrity of water supply facilities, with particular regard for domestic water use, sanitation, and fire protection, and to protect and preserve public health, welfare, and safety and minimize the adverse impacts of water supply shortage or other water supply emergency conditions, the Corix Utilities (Texas) Inc. hereby adopts the following regulations and restrictions on the delivery and consumption of water.

Water uses regulated or prohibited under this Drought Contingency Plan (the Plan) are considered to be non-essential and continuation of such uses during times of water shortage or other emergency water supply condition are deemed to constitute a waste of water which subjects the offenders) to penalties as defined in Section XI of this Plan.

SECTION II: PUBLIC INVOLVEMENT

Opportunity for the public to provide input into the preparation of the Plan was provided by the Corix Utilities (Texas) Inc. by means of customer mailouts and annual meetings.

SECTION III: PUBLIC EDUCATION

Corix Utilities (Texas) Inc. will periodically provide the public with (information about the Plan, including information about the conditions under which each stage of the Plan is to be initiated or terminated and the drought response measures to be implemented in each stage. This information will be provided by means of customer mailouts, annual meetings, and bill inserts.

SECTION IV: COORDINATION WITH REGIONAL WATER PLANNING GROUPS

The service area of the Corix Utilities (Texas) Inc. is located within the Brazos Region Water Planning Area and Corix Utilities (Texas) Inc. has provided a copy of this Plan to the Brazos River Authority.

SECTION V: AUTHORIZATION

Representatives of Corix Utilities (Texas) Inc. are hereby authorized and directed to implement the applicable provisions of this Plan upon determination that such implementation is necessary to protect public health, safety, and welfare. Corix Utilities (Texas) Inc. shall have the authority to initiate or terminate drought or other water supply emergency response measures as described in this Plan.

SECTION VI: NOTICE REQUIREMENTS

Written notice will be provided to each customer **before implementation or termination of each stage of the water restriction program**. Mailed notice must be given to each customer 72 hours before the start of water restriction. If notice is hand-delivered, the Utility cannot enforce the provisions of the plan for 24 hours after notice is provided. The written notice to customers will contain the following information:

1. the date restrictions will begin
2. the circumstances that triggered the restrictions
3. the stages of response and explanation of the restrictions to be implemented,

and

4. an explanation of the consequences for violations.

The Utility must notify the TCEQ by telephone at (512) 239-6020 or electronic mail at watermon@TCEQ.state.tx.us before implementing Stage III and must notify in writing the Public Drinking Water Section at MC-155. P.O. Box 13087, Austin, Texas 78711-3087 within five (5) working days of implementation including a copy of the Utility's restriction notice. The Utility must file a status report of its restriction program with the TCEQ at the initiation and termination of mandatory water use restrictions (i.e., Stages III and IV).

SECTION VII: APPLICATION

The provisions of this Plan shall apply to all persons, customers, and property utilizing water provided by Corix Utilities (Texas) Inc. The terms "person" and 'customer" as used in the Plan include individuals, corporations, partnerships, associations, and ail other legal entities.

SECTION VIII: DEFINITIONS

For the purposes of this Plan, the following definitions shall apply:

Aesthetic water use: water use for ornamental or decorative purposes such as fountains, reflecting pools, and water gardens.

Commercial and institutional water use: water use which is integral to the operations of commercial and non-profit establishments and governmental entities such as retail establishments, hotels and motels, restaurants, and office buildings.

Conservation: those practices, techniques, and technologies that reduce the consumption of water, reduce the loss or waste of water, improve the efficiency in the use of water or increase the recycling and reuse of water so that a supply is conserved and made available for future or alternative uses.

Customer: any person, company, or organization using water supplied by Corix Utilities (Texas) Inc.

Domestic water use: water use for personal needs or for household or sanitary purposes such as drinking, bathing, heating, cooking, sanitation, or for cleaning a residence, business, industry, or institution.

Even number address: street addresses, box numbers, or rural postal route numbers ending in 0, 2, 4, 6, or 8 and locations without addresses.

Industrial water use: the use of water in processes designed to convert materials of lower value into forms having greater usability and value.

Landscape irrigation use: water used for the irrigation and maintenance of landscaped areas, whether publicly or privately owned, including residential and commercial lawns, gardens, golf courses, parks, and rights-of-way and medians.

Non-essential water use: water uses that are not essential nor required for the protection of public, health, safety, and welfare, including:

a) irrigation of landscape areas, including parks, athletic fields, and golf courses, except otherwise provided under this Plan;

b) use of water to wash any motor vehicle, motorbike, boat, trailer, airplane or other vehicle;

c) use of water to wash down any sidewalks, walkways, driveways, parking lots, tennis courts, or other hard-surfaced areas;

d) use of water to wash down buildings or structures for purposes other than immediate fire protection;

e) flushing gutters or permitting water to run or accumulate in any gutter or street;

f) use of water to fill, refill, or add to any indoor or outdoor swimming pools or jacuzzi-type pools;

g) use of water in a fountain or pond for aesthetic or scenic purposes except where necessary to support aquatic life;

h) failure to repair a controllable leak(s) within a reasonable period after having been given notice directing the repair of such leak(s); and

i) use of water from hydrants for construction purposes or any other purposes other than firefighting.

Odd numbered address: street addresses, box numbers, or rural postal route numbers ending in 1, 3, 5, 7, or 9.

SECTION IX: CRITERIA FOR INITIATION AND TERMINATION OF DROUGHT RESPONSE STAGES

Representatives of Corix Utilities (Texas) Inc. shall monitor water supply and/or demand conditions on a weekly basis and shall determine when conditions warrant initiation or termination of each stage of the Plan, that is, when the specified "triggers" are reached.

The triggering criteria described below are based on water consumption and storage capacities.

Stage 1 Triggers - MILD Water Shortage Conditions

Requirements for Initiation

Customers shall be requested to voluntarily conserve water and adhere to the prescribed restrictions on certain water uses, defined in Section VIII - Definitions, when total daily water demand equals or exceeds 300,000 gallons for seven (7) consecutive days or 500,000 gallons on a single day.

Requirements for Termination

Stage 1of the Plan may be rescinded when all of the conditions listed as triggering events have ceased to exist for a period of 7 consecutive days.

Stage 2 Triggers - MODERATE Water Shortage Conditions

Requirements for Initiation

Customers shall be required to comply with the requirements and restrictions on certain non-essential water uses provided in Section X of this Plan when the total daily water demand equals or exceeds 500,000 gallons for seven (7) days or 750,000 gallons on a single day.

Requirements for Termination

Stage 2 of the Plan may be rescinded when all of the conditions listed as triggering events have ceased to exist for a period of seven (7) consecutive days. Upon termination of Stage 2, Stage 1 becomes operative.

Stage 3 Triggers - SEVERE Water Shortage Conditions

Requirements for Initiation

Customers shall be required to comply with the requirements and restrictions on certain non-essential water uses for Stage 3 of this Plan when total daily water demands equals or exceeds 750,000 gallons for seven (7) consecutive days or 1,000,000 gallons on a single day.

Requirements for Termination

Stage 3 of the Plan may be rescinded when all of the conditions listed as triggering events have ceased to exist for a period of seven (7) consecutive days. Upon termination of Stage 3, Stage 2 becomes operative.

Stage 4 Triggers - CRITICAL Water Shortage Conditions

Requirements for Initiation

Customers shall be required to comply with the requirements and restrictions on certain non-essential water uses for Stage 4 of this Plan when total daily water demands equals or exceeds 1 million gallons for seven (7) consecutive days or 1.25 million gallons on a single day.

Requirements for Termination

Stage 4 of the Plan may be rescinded when all of the conditions listed as triggering events have ceased to exist for a period of seven (7) consecutive days. Upon termination of Stage 4, Stage 3 becomes operative.

Stage 5 Triggers - EMERGENCY Water Shortage Conditions

Requirements for Initiation

Customers shall be required to comply with the requirements and restrictions for Stage 5 of this Plan when Representatives of Corix Utilities (Texas) Inc. determines that a water supply emergency exists based on:

1. Major water line breaks, or pump or system failures occur, which cause unprecedented loss of capability to provide water service; or

2. Natural or man-made contamination of the water supply source(s).

Requirements for Termination

Stage 5 of the Plan may be rescinded when all of the conditions listed as triggering events have ceased to exist for a period of two (2) consecutive days.

Stage 6 Triggers - WATER ALLOCATION

Requirements for Initiation

Customers shall be required to comply with the water allocation plan prescribed in Section X of this Plan and comply with the requirements and restrictions for Stage 5 of this Plan when total daily water demands equals or exceeds 1.25 Million gallons for 7 consecutive days or 1.5 million gallons on a single day.

Requirements for termination - Water allocation may be rescinded when all of the conditions listed as triggering events have ceased to exist for a period of 2 consecutive days.

SECTION X: DROUGHT RESPONSE STAGES

Representatives of Corix Utilities (Texas) Inc. shall monitor water supply and/or demand conditions on a daily basis and, in accordance with the triggering criteria set forth in Section VIII of this Plan, shall determine that a mild, moderate, severe, critical, emergency or water shortage condition exists and shall implement the following notification procedures:

Stage 1 Response - MILD Water Shortage Conditions

Goal: Achieve a voluntary 20 percent reduction in daily water demand.

Supply Management Measures:

Reduced flushing of water mains.

Voluntary Water Use Restrictions:

Water customers are requested to voluntarily limit the irrigation of landscaped areas to Sundays and Thursdays for customers with a street address ending in an even number (0, 2, 4, 6 or 8), and Saturdays and Wednesdays for water customers with a street address ending in an odd number (1, 3, 5, 7 or 9), and to irrigate landscapes only between the hours of midnight and 10:00 a.m. and 8:00 p.m. to midnight on designated watering days.

All operations shall adhere to water use restrictions prescribed for Stage 2 of the Plan.

Water customers are requested to practice water conservation and to minimize or discontinue water use for non-essential purposes.

Stage 2 Response - MODERATE Water Shortage Conditions

Goal: Achieve a 25 percent reduction in daily water demand.

Supply Management Measures:

Reduced flushing of water mains.

Water Use Restrictions. Under threat of penalty for violation, the following water use restrictions shall apply to all persons:

a) Irrigation of landscaped areas with hose-end sprinklers or automatic irrigation systems shall be limited to Sundays and Thursdays for customers with a street address ending in an even number (0, 2,4, 6 or 8), and Saturdays and Wednesdays for water customers with a street address ending in an odd number (1, 3, 5, 7 or 9), and irrigation of landscaped areas is further limited to the hours of 12:00 midnight until 10:00 a.m. and between 8:00 p.m. and 12:00 midnight on designated watering days. However, irrigation of landscaped areas is permitted at any time if it is by means of a hand-held hose, a faucet filled bucket or watering can of five (5) gallons or less, or drip irrigation system.

b) Use of water to wash any motor vehicle, motorbike, boat, trailer, airplane or other vehicle is prohibited except on designated watering days between the hours of 12:00 midnight and 10:00 a.m. and between 8:00 p.m. and 12:00 midnight such washing, when allowed, shall be done with a hand-held bucket or a hand-held hose equipped with a positive shutoff nozzle for quick rises. Vehicle washing may be done at any time on the immediate premises of a commercial car wash or commercial service station. Further, such washing may be exempted from these regulations if the health, safety, and welfare of the public is contingent upon frequent vehicle cleansing, such as garbage trucks and vehicles used to transport food and perishables.

c) Use of water to fill, refill, or add to any indoor or outdoor swimming pools, wading pools, or jacuzzi-type pools is prohibited except on designated watering days between the hours of 12:00 midnight and 10:00 a.m. and between 8:00 p.m. and 12:00 midnight.

d) Operation of any ornamental fountain or pond for aesthetic or scenic purposes is prohibited except where necessary to support aquatic fife or where such fountains or ponds are equipped with a recirculation system.

e) Use of water from hydrants shall be limited to firefighting, related activities, or other activities necessary to maintain public health, safety, and welfare, except that use of water from designated fire hydrants for construction purposes may be allowed under special permit from Corix Utilities (Texas) Inc.

f) Use of water for the irrigation of golf course greens, tees, and fairways is prohibited except on designated watering days between the hours 12:00 midnight and 10:00 a.m. and between 8:00 p.m. and 12:00 midnight. However, if the golf course utilizes a water source other than that provided by Corix Utilities (Texas) Inc., the facility shall not be subject to these regulations.

g) All restaurants are prohibited from serving water to patrons except upon request of the patron.

h) The following uses of water are defined as non-essential and are prohibited:

1. Wash down of any sidewalks, walkways, driveways, parking lots, tennis courts, or other hard-surfaced areas;
2. Use of water to wash down buildings or structures for purposes other than immediate fire protection;
3. Use of water for dust control;
4. Flushing gutters or permitting water to run or accumulate in any gutter or street; and
5. Failure to repair a controllable leak(s) within a reasonable period after having been given notice directing the repair of such leak(s).

i) Use of water to wash any motor vehicle, motorbike, boat, trailer, airplane or other vehicle not occurring on the premises of a commercial car wash and commercial service stations and not in the immediate interest of public health, safety, and welfare is prohibited. Further, such vehicle washing at commercial car washes and commercial service stations shall occur only between the hours of 6:00 a.m. and 10:00 a.m. and between 6:00 p.m. and 10:00 p.m.

j) The filling, refilling, or adding of water to swimming pools, wading pools, and jacuzzi-type pools is prohibited.

k) Operation of any ornamental fountain or pond for aesthetic or scenic purposes is prohibited except where necessary to support aquatic life or where such fountains or ponds are equipped with a recirculation system.

l) No application for new, additional, expanded, or increased-in-size water service connections, meters, service lines, pipeline extensions, mains, or water service facilities of any kind shall be approved, and time limits for approval of such applications are hereby suspended for such time as this drought response stage or a higher-numbered stage shall be in effect.

Stags 5 Response - EMERGENCY Water Shortage Conditions

Goal: Achieve a 35 percent reduction in daily water demand.

Supply Management Measures.

Discontinued flushing of water mains except for public health purposes.

Water Use Restrictions. All requirements of Stage 2, 3, and 4 shall remain in effect during Stage 5 except:

a) Irrigation of landscaped areas is absolutely prohibited.

b) Use of water to wash any motor vehicle, motorbike, boat, trailer, airplane or other vehicle is absolutely prohibited.

Stage 6 Response -- WATER ALLOCATION

In the event that water shortage conditions threaten public health, safety, and welfare, representatives of Corix Utilities (Texas) Inc. is hereby authorized to allocate water according to the following water allocation plan:

Single-Family Residential Customers

The allocation to residential water customers residing in a single-family dwelling shall be as follows:

Persons Per Household	Gallons Per Month Allocation
1 or 2	6,000
3 or 4	7,000
5 or 6	8,000
7 or 8	9,000
9 or 10	10,000
11 or more	12,000

"Household" means the residential premises served by the customer's meter. "Persons Per Household" includes only those persons currently physically residing at the premises and expected to reside there for the entire billing period. It shall be assumed that a particular customer's household is comprised of two (2) persons unless the customer notifies Corix Utilities (Texas) Inc. of a greater number of persons per household on a form prescribed by the Utility. The Utility shall give its best effort to see that such forms are mailed, otherwise provided or made available to every residential customer. If, however, a customer does not receive such a form, it shall be the customer's responsibility to go to Corix Utilities (Texas) Inc.'s offices to complete and sign the form claiming more than two (2) persons per household. New customers may claim more persons per household at the time of applying for water service on the form prescribed by the Utility. When the number of persons per household increases so as to place the customer in a different allocation category, the customer may notify Corix Utilities (Texas) Inc. on such form and the change will be implemented in the next practicable billing period. If the number of persons in a household is reduced, the customer shall notify the Utility in writing within two (2) days. In prescribing the method for claiming more than two (2) persons per household, the Utility shall adopt methods to insure the accuracy of the claim.

SECTION XI: ENFORCEMENT

a) No person shall knowingly or intentionally allow the use of water from Corix Utilities (Texas) Inc. for residential, commercial, industrial, agricultural, governmental or any other purpose in a manner contrary to any provision of this Plan, or in an amount in excess of that permitted by the drought response stage in effect at the time pursuant to action taken by the Utility in accordance with provisions of this Plan.

b) Any person, including a person classified as a water customer of Corix Utilities (Texas) Inc. in apparent control of the property where a violation occurs or originates shall be presumed to be the violator and proof that the violation occurred on the person's property shall constitute a rebuttable presumption that the person in apparent control of the property committed the violation, but any such person shall have the right to show that he did not commit the violation. Parents shall be presumed to be responsible for violations of their minor children and proof that a violation, committed by a child, occurred on property within the parents' control shall constitute a rebuttable presumption that the parent committed the violation, but any such parent may be excused if he proves that he had previously directed the child not to use the water as it was used in violation of this Plan and that the parent could not have reasonably known of the violation.

c) Enforcement for violations will be as follows:

1. First violation - The customer will be notified by written notice of their specific violation.

2. Subsequent violations:

a. After written notice, the Utility may install a flow restriction device in the line to limit the amount of water that will pass through the meter in a 24-hour period. The Utility may charge the customer for the actual cost of installing and removing the flow-restricting device, not to exceed $50.00.

b. After written notice, the Utility may discontinue service at the meter for a period of seven (7) days, or until the end of the calendar month, whichever is LESS. The normal reconnect fee of the Utility will apply for restoration of service.

SECTION XII: VARIANCES

The Utility, or his designee, may, in writing, grant temporary variance for existing water uses otherwise prohibited under this Plan if it is determined that failure to grant such variance would cause an emergency condition adversely affecting the health, sanitation or fire protection for the public or the person requesting such variance and if one or more of the following conditions are met:

a) Compliance with this Plan cannot be technically accomplished during the duration of the water supply shortage or other condition for which the Plan is in effect.

b) Alternative methods can be implemented which will achieve the same level of reduction in water use.

Persons requesting an exemption from the provisions of this Plan shall file a petition for variance with Corix Utilities (Texas) Inc. within five (5) days after the Plan or a particular drought response stage has been invoked. All petitions for variances shall be reviewed by Corix Utilities (Texas) Inc. and shall include the following:

a) Name and address of the petitioner(s).

b) Purpose of water use.

c) Specific provision(s) of the Plan from which the petitioner is requesting relief.

d) Detailed statement as to how the specific provision of the Plan adversely affects the petitioner or what damage or harm will occur to the petitioner or others if petitioner complies with this Ordinance.

e) Description of the relief requested.

f) Period of time for which the variance is sought.

g) Alternative water use restrictions or other measures the petitioner is taking or proposes to take to meet the intent of this Plan and the compliance date.

h) Other pertinent information.

Variances granted by Corix Utilities (Texas) Inc. shall be subject to the following conditions, unless waived or modified by the Utility:

a) Variances granted shall include a timetable for compliance.