

NOTICE OF PROPOSED RATE CHANGE

INLINE DEVELOPMENT LLC.

0129966500

Company Name

CCN Number

has submitted a rate change application to the Texas Commission on Environmental Quality (Commission). The proposed rates listed on the next page will apply to service received after the effective date provided below. If the Commission receives protests to the proposed increase from 10 percent of the ratepayers or from any affected municipality before the 91st day after the proposed effective date, a public hearing will be scheduled to determine if the proposed rates are reasonable. Protests should be mailed to:

Texas Commission on Environmental Quality

Water Supply Division

Utilities & Districts Section, MC 153

P. O. Box 13087

Austin, Texas 78711-3087

Unless protests are received from 10 percent of the ratepayers or the Commission staff requests a hearing, no hearing will be held and rates will be effective as proposed. Please read the following information carefully:

SUGARBERRY PLACE

Subdivisions or Systems Affected by Rate Change

21755 I-45 BLDG. #11

SPRING

TX

77388

281-651-1126

Company Address

City

State

Zip

Telephone

\$433,201

Annual Revenue Increase

Date Customer Notice Mailed

NEVER

Date of Last Rate Change

MONTHLY VARIABLE DATE

Date Meters Typically Read

EFFECTIVE DATE OF PROPOSED INCREASE: SEPTEMBER 1, 2014

Reason(s) for proposed Rate Change:

TO PROVIDE HIGH QUALITY SERVICE

BILLING COMPARISON

Water

Existing	10,000 gallons:	\$ 40	/mo	Existing	30,000 gallons:	\$ 80	/mo
Proposed	10,000 gallons:	\$ 63.90	/mo	Proposed	30,000 gallons:	\$ 135.70	/mo

Sewer

Existing	10,000 gallons:	\$ 40	/mo	Proposed	10,000 gallons:	\$ 60.9	/mo
----------	-----------------	--------------	-----	----------	-----------------	----------------	-----

The proposed rates will apply to all service rendered after the effective date and will be reflected on the bill you receive approximately 30 to 45 days after the effective date.

In the event that the application is set for hearing, the specific rates requested by the utility may be decreased or increased by order of the Commission. If the Commission orders a lower rate to be set, the utility may be ordered to refund or credit against future bills all sums collected during the pendency of the rate proceeding in excess of the rate finally ordered plus interest. You may inspect a copy of the rate change application at your utility's office or at the Commission's office at Park 35 - Building F, 12015 Park 35 Circle, Suite 3101, Austin, Texas, west side of IH-35, south of Yager Lane. Additional information about the application can be obtained by contacting the Utilities and Districts Section at 512/239-4691. Information about how you can participate in the rate setting process can be obtained by contacting the Public Interest Counsel at 512/239-6363.

Si desea informacion en Espanol, puede llamar al 512-239-0200

CURRENT RATES		PROPOSED RATES	
Monthly base rate including	0 gallons	Monthly base rate including	0 gallons
Meter Size:		Meter Size:	
RESIDENTIAL		RESIDENTIAL	
"5/8/or 3/4"	\$ 20.00	"5/8/or 3/4"	\$ 28.00
1"	\$	1"	\$
1 1/2"	\$	1 1/2"	\$
2"	\$	2"	\$
3"	\$	3"	\$
Other:	\$	Other:	\$
GALLONAGE CHARGE:		GALLONAGE CHARGE:	
\$ 2.00 for each additional 1000 gallons over the minimum.		\$ 3.59 for each additional 1000 gallons over the minimum.	

MISCELLANEOUS FEES		MISCELLANEOUS FEES	
Tap Fee	\$ 500.00	Tap Fee	\$ 500.00
Reconnect fee:		Reconnect fee:	
Non-payment		Non-payment	
(Maximum - \$25.00)	\$ 25.00	(Maximum - \$25.00)	\$ 25.00
Customer's Request	\$	Customer's Request	\$
Transfer Fee	\$ 25.00	Transfer Fee	\$ 25.00
Late Charge	\$ 10%	Late charge: (Indicate either \$5.00 or 10%)	\$ 10%
Returned Check Charge	\$ 0	Returned Check Charge	\$ 25.00
Deposit	\$ 50.00	Deposit (Maximum \$50.00)	\$ 50.00
Meter test fee	\$ 25.00	Meter test fee	\$ 25.00

Regulatory Assessment of 1% is added to base rate and gallonage charges.

If applicable, list any bill payment assistance programs to low income Ratepayers.

NONE

NOTICE OF PROPOSED RATE CHANGE - SEWER (cont.)

Page 3

CURRENT RATES		PROPOSED RATES	
Monthly base rate including 0 gallons		Monthly base rate including 0 gallons	
Meter Size: RESIDENTIAL		Meter Size: RESIDENTIAL	
5/8/or 3/4"	\$25.00	5/8/or 3/4"	\$ 25.00
1"	\$	1"	\$
1 1/2	\$	1 1/2	\$
2"	\$	2"	\$
3"	\$	3"	\$
Other:	\$	Other:	\$

GALLONAGE CHARGE:	GALLONAGE CHARGE:
\$ 2.00 for each additional 1000 gallons over the minimum	\$ 3.59 for each additional 1000 gallons over the minimum
Gallonge charges are determined based on average consumption for winter period which includes the following months:	Gallonge charges are determined based on average consumption for winter period which includes the following months:

MISCELLANEOUS FEES		MISCELLANEOUS FEES	
Tap Fee	\$500.00	Tap Fee	\$500.00
Reconnect fee: Non-payment (Maximum - \$25.00)	\$ 25.00	Reconnect fee: Non-payment (Maximum - \$25.00)	\$ 25.00
Customer's Request	\$	Customer's Request	\$
Transfer Fee	\$25.00	Transfer Fee	\$25.00
Late Charge	\$ 10%	Late charge: (Indicate either \$5.00 or 10%)	\$ 10%
Returned Check Charge	\$20.00	Returned Check Charge	\$20.00
Deposit	\$ 50.00	Deposit (Maximum \$50.00)	\$ 50.00
Meter test fee	\$N/A	Meter test fee	\$ 25.00

Regulatory Assessment of 1% is added to base rate and gallonage charges.

If applicable, list any bill payment assistance programs to low income Ratepayers.

NONE

WATER & SEWER

TARIFF PAGES

SECTION 1.0 –RATE SCHEDULE

Section 1.01 – Rates

Monthly base rate including	0	gallons
Meter Size:		
Residential		
5/8" or 3/4"	\$	28.00
1"	\$	
1 1/2"	\$	
2"	\$	
3"	\$	
Other:	\$	
Gallonage Charge:		
	\$	3.59

for each additional 1000 gallons over the minimum.

Regulatory Assessment Fee

1%

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

Section 1.02 - Miscellaneous Fees

TAP FEE

\$ 500.00

TAP FEE IS BASED ON THE UTILITY'S ACTUAL COST FOR MATERIALS AND LABOR FOR STANDARD RESIDENTIAL CONNECTION OF 1/2" X 1/2" METER.

RECONNECTION FEE

THE RECONNECT FEE WILL BE CHARGED 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	\$
Or other reasons listed under Section 20CF of this tariff		\$

TRANSFER FEE

\$

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

LATE CHARGE (Not more than \$5.00 or 10%)(Indicate one)

\$ 10%

A ONE TIME PENALTY 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

CUSTOMER DEPOSIT (Maximum \$50)

\$ 50.00

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

RATES LISTED ARE EFFECTIVE ONLY IF THIS PAGE HAS TCEQ APPROVAL STAMP

SECTION 1.0 –RATE SCHEDULE

Monthly base rate including	0	gallons
Meter Size:		
Residential		
5/8" or 3/4"	\$	25.00
1"	\$	
1 1/2"	\$	
2"	\$	
3"	\$	
Other:	\$	
Gallonge Charge:		
	\$	3.59

for each additional 1000 gallons over the minimum.

Regulatory Assessment Fee

1%

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

Gallonge charges are determined based on average consumption for winter period which includes the following months:

Section 1.02 - Miscellaneous Fees

TAP FEE

\$ 500.00

TAP FEE IS BASED ON THE UTILITY=S ACTUAL COST FOR MATERIALS AND LABOR FOR STANDARD RESIDENTIAL CONNECTION

RECONNECTION FEE

THE RECONNECT FEE WILL BE CHARGED BEFORE SERVICE CAN BE RESTORED TO A CUSTOMER WHO HAS BEE DISCONNECTED FOR THE FOLLOWING REASONS

- a) Non payment of bill (Maximum \$25.00) \$ 25.00
- b) Customer's request \$ 25.00
- Or other reasons listed under Section 20CF of this tariff \$

TRANSFER FEE

\$ 25.00

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

LATE CHARGE (Not more than \$5.00 or 10%)(Indicate one)

\$ 10%

A ONE TIME PENALTY 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

\$ 20.00

CUSTOMER DEPOSIT (Maximum \$50)

\$ 50.00

RATES LISTED ARE EFFECTIVE ONLY IF THIS PAGE HAS TCEQ APPROVAL STAMP

INCOME TAX TABLE

If your TAXABLE INCOME from Table V., Line [E] is

More	Less	The tax	More	Less	The tax	More	Less	The tax	More	Less	The tax is
0	501	88	25,000	25,501	4,500	50,000	50,501	10,166	75,000	75,501	21,091
500	1,001	176	25,500	26,001	4,588	50,500	51,001	10,333	75,500	76,001	21,349
1,000	1,501	265	26,000	26,501	4,676	51,000	51,501	10,500	76,000	76,501	21,606
1,500	2,001	353	26,500	27,001	4,765	51,500	52,001	10,666	76,500	77,001	21,864
2,000	2,501	441	27,000	27,501	4,853	52,000	52,501	10,833	77,000	77,501	22,121
2,500	3,001	529	27,500	28,001	4,941	52,500	53,001	11,000	77,500	78,001	22,410
3,000	3,501	618	28,000	28,501	5,029	53,000	53,501	11,166	78,000	78,501	22,730
3,500	4,001	706	28,500	29,001	5,118	53,500	54,001	11,333	78,500	79,001	23,049
4,000	4,501	794	29,000	29,501	5,206	54,000	54,501	11,500	79,000	79,501	23,370
4,500	5,001	882	29,500	30,001	5,294	54,500	55,001	11,666	79,500	80,001	23,689
5,000	5,501	971	30,000	30,501	5,382	55,000	55,501	11,833	80,000	80,501	24,008
5,500	6,001	1,059	30,500	31,001	5,471	55,500	56,001	12,000	80,500	81,001	24,328
6,000	6,501	1,147	31,000	31,501	5,559	56,000	56,501	12,166	81,000	81,501	24,648
6,500	7,001	1,235	31,500	32,001	5,647	56,500	57,001	12,333	81,500	82,001	24,967
7,000	7,501	1,324	32,000	32,501	5,735	57,000	57,501	12,500	82,000	82,501	25,287
7,500	8,001	1,412	32,500	33,001	5,824	57,500	58,001	12,666	82,500	83,001	25,607
8,000	8,501	1,500	33,000	33,501	5,912	58,000	58,501	12,833	83,000	83,501	25,926
8,500	9,001	1,588	33,500	34,001	6,000	58,500	59,001	13,000	83,500	84,001	26,246
9,000	9,501	1,676	34,000	34,501	6,088	59,000	59,501	13,166	84,000	84,501	26,566
9,500	10,001	1,765	34,500	35,001	6,176	59,500	60,001	13,333	84,500	85,001	26,885
10,000	10,501	1,853	35,000	35,501	6,265	60,000	60,501	13,500	85,000	85,501	27,205
10,500	11,001	1,941	35,500	36,001	6,353	60,500	61,001	13,666	85,500	86,001	27,525
11,000	11,501	2,029	36,000	36,501	6,441	61,000	61,501	13,833	86,000	86,501	27,844
11,500	12,001	2,118	36,500	37,001	6,529	61,500	62,001	14,000	86,500	87,001	28,164
12,000	12,501	2,206	37,000	37,501	6,618	62,000	62,501	14,166	87,000	87,501	28,484
12,500	13,001	2,294	37,500	38,001	6,706	62,500	63,001	14,333	87,500	88,001	28,803
13,000	13,501	2,382	38,000	38,501	6,794	63,000	63,501	14,500	88,000	88,501	29,123
13,500	14,001	2,471	38,500	39,001	6,882	63,500	64,001	14,666	88,500	89,001	29,443
14,000	14,501	2,559	39,000	39,501	6,971	64,000	64,501	14,833	89,000	89,501	29,762
14,500	15,001	2,647	39,500	40,001	7,059	64,500	65,001	15,000	89,500	90,001	30,082
15,000	15,501	2,735	40,000	40,501	7,147	65,000	65,501	15,166	90,000	90,501	30,402
15,500	16,001	2,824	40,500	41,001	7,235	65,500	66,001	15,333	90,500	91,001	30,721
16,000	16,501	2,912	41,000	41,501	7,324	66,000	66,501	15,500	91,000	91,501	31,041
16,500	17,001	3,000	41,500	42,001	7,412	66,500	67,001	15,666	91,500	92,001	31,361
17,000	17,501	3,088	42,000	42,501	7,500	67,000	67,501	15,833	92,000	92,501	31,680
17,500	18,001	3,176	42,500	43,001	7,588	67,500	68,001	16,000	92,500	93,001	32,000
18,000	18,501	3,265	43,000	43,501	7,676	68,000	68,501	16,166	93,000	93,501	32,320
18,500	19,001	3,353	43,500	44,001	7,765	68,500	69,001	16,333	93,500	94,001	32,639
19,000	19,501	3,441	44,000	44,501	7,853	69,000	69,501	16,500	94,000	94,501	32,959
19,500	20,001	3,529	44,500	45,001	7,941	69,500	70,001	16,666	94,500	95,001	33,279
20,000	20,501	3,618	45,000	45,501	8,029	70,000	70,501	16,833	95,000	95,501	33,598
20,500	21,001	3,706	45,500	46,001	8,118	70,500	71,001	17,000	95,500	96,001	33,918
21,000	21,501	3,794	46,000	46,501	8,206	71,000	71,501	17,166	96,000	96,501	34,238
21,500	22,001	3,882	46,500	47,001	8,294	71,500	72,001	17,333	96,500	97,001	34,557
22,000	22,501	3,971	47,000	47,501	8,382	72,000	72,501	17,500	97,000	97,501	34,877
22,500	23,001	4,059	47,500	48,001	8,471	72,500	73,001	17,666	97,500	98,001	35,197
23,000	23,501	4,147	48,000	48,501	8,559	73,000	73,501	17,833	98,000	98,501	35,516
23,500	24,001	4,235	48,500	49,001	8,647	73,500	74,001	18,000	98,500	99,001	35,836
24,000	24,501	4,324	49,000	49,501	8,735	74,000	74,501	18,166	99,000	99,501	36,156
24,500	25,001	4,412	49,500	50,001	8,824	74,500	75,001	18,333	99,500	100,001	36,475

RATE OF RETURN WORKSHEET

Step			%
A	Most current Baa Public Utility Bond average. (Call TCEQ staff at 512/239-4691 to get this number.)		4.98
B	Add 2% - for utilities (include affiliates) with 0-200 OR		
	Add 1.5% - for utilities (include affiliates) with 201-500 connections OR		
	Add 1.0% - for utilities (include affiliates) with 501-1,000 connections		1.0
C	Add 1% if the utility can demonstrate that it has both:		1.0
	1	Debt/equity ratio is greater than 50% (Table IV. D. - Box 2 ÷ Box 3) AND	
	2	No affiliated companies with access to revenues or other funds to support utility operations	X
D	Add 1% if the utility can demonstrate that it has at least 1 of the following 3 conditions:		1.0
	1	unstable population - Weekender/seasonal population: a. >25% of total customers; OR b. >10% of total customers and do not use seasonal reconnect fee;	
	2	low growth a. less than 5% customer growth over the last three years; OR b. documentation of potential anticipated future customer growth of less than 5% over a three year period; declining population	
	3	aging system a. 50% or more depreciated; OR b. low rate base (<\$500/customer)	X
E	Add 1% if the utility is a stand alone sewer system with no agreement for: billing and collection OR discontinuance for nonpayment with the water supplier.		
F	Add 1% if the utility can demonstrate that it has at least 3 of the 4 following conditions:		1.0
	1	Number of complaints 2 complaints or less per year to TCEQ for every 200 connections served by system	X
	2	No major deficiencies in the most recent PWS inspection report	
	3	No current or prior enforcement actions under current management within a three year period including the test year	X
	4	Good faith efforts to solve any current problems	X
G	Add 1% if the utility can demonstrate that it has at least 3 of the following 5 conditions:		1.0
	1	well-maintained, up-to-date books and records	X
	2	Effective communications and good customer relations (ex: evidence of a community outreach plan funded without utility revenues from customers; program which includes information about utility policies; evidence reflecting cooperation and service within the community AND/OR a semi-annual newsletter.)	
	3	Consistent and timely in meeting reporting requirements (ex: annual reports for last 3 years) and payment of fees	X

	4	exhibit fiscal responsibility with respect to rate filings, including completeness, accuracy and frequency	X	
	5	Less than 15% line loss - (Section VIII of the Application - Page 16 of 41)	X	

H	Add 1% if the utility can demonstrate that it has at least 4 of the following 5 conditions:			1.0
	1	rate structure - any two of the following a. zero gallons included in minimum bill b. gallonage rate set high enough to encourage conservation (> \$2.00/1000 gal.) c. use of inclining blocks, (i.e. with at least \$1.00 between rate tiers which meets other regulatory requirements for inclining block structures)	X	
	2	drought contingency plan included in tariff with written evidence of use in years required	X	
	3	conservation plan including encouragement of the use of water conserving devices, efficient lawn watering, or xeriscaping	X	
	4	program to educate the customers about the nature of the system, its production and distribution ability, PWS standards, and the need for water conservation	X	
	5	Line Loss a. less than or equal to 15% and b. successful program to reduce losses (ex., leak detection & repair) (within a three year period reflecting a 25% or more reduction in line loss since program implementation)	X	
I	Total Rate of Return %			11.0

Summary

- A. 4.98
- B. 1.0
- C. 1.0
- D. 1.0
- E. 0
- F. 1.0
- G. 1.0
- H. 1.0

I. 10.98

11.0% was used for convenience.

WATER AND WASTEWATER UTILITIES

ANNUAL REPORT

of

INLINE DEVELOPMENT LLC

Exact Legal Name of Utility/Respondent

WATER 12848

SEWER 20879

Certificate of Convenience and Necessity (CCN) No.

Submitted to the

State of Texas



Texas Commission on Environmental Quality

for the

Calendar Year Ended December 31, 2013

Section 1: Utility Information

Utility Name INLINE DEVELOPMENT LLC

Address 21755 I-45 BLDG. #11

SPRING TX 77388

☐ Please check this box if your Official Address, which is noted on the enclosed letter, has changed.

Telephone Number 281.651.1130

Fax Number 832.482.3178

E-mail Address inlineutilities2007@yahoo.com

Contact Person LIZ COWLES

Title ACCTS MANAGER

Check the business ownership entity of the utility as filed with the Internal Revenue Service

☐

Individual

☐

Partnership

☒

Corporation

☐

NonProfit Association

Section 2: Utility Background

Water CCN No. 12946

Number of PWSs 2

PWS ID No. 1013804

PWS ID No. 1013271

(If the Utility has more PWS ID

Nos., please indicate in Section 10)

Sewer CCN No. 20879

Number of Wastewater Systems 1

Discharge Permit No. TDES-13942-002

Discharge Permit No. _____

(If the Utility has more Discharge Permit

Nos., please indicate in Section 10)

Section 3: Revenues

	Water	Wastewater	Total Water + Wastewater
OPERATING REVENUES:			
Utility Service/Sales	180,380.49	335,739.20	516,119.69
Fees (Tap, Reconnection, etc.)	7,603.09	8,875.54	16,478.63
OTHER REVENUES:			
Please Identify: LATE FEES	15,762.81	7,061.66	22,824.47
TOTAL REVENUES	203,746.39	351,676.40	555,422.79

Section 4: Expenses

	Water	Wastewater	Total Water + Wastewater
Salaries & Wages			34,000.00
Contract Labor			117,484.78
Purchased Water			0.00
Chemicals for Treatment			18,603.14
Utilities (electricity)			38,034.47
Repairs/Maintenance/Supplies			10,899.48
Office Expenses			44,259.48
Professional Fees (Accounting, Legal)			58,217.84
Insurance			7,885.03
Depreciation & Amortization			0.00
Miscellaneous (describe in remarks below)			0.00
Subtotal			347,390.84
Taxes:			
Federal Income Taxes			0.00
Property and Other Taxes (Payroll, etc.)			18,192.88
Regulatory Expenses (Rate Case, Permits)			7,478.48
Other (describe in remarks below)			220,390.88
TOTAL EXPENSES			591,423.04

Remarks:

SLUDGE REMOVAL \$20,296.66 SUGARBERRY PLACE PHASE I
 REGIONAL WATER FEES \$54,167.75 SUGARBERRY PLACE PHASE II
 PRINCIPAL AND INTEREST CHARGES \$142,926.45

Section 5: Operating Items

Debt Information:

Annual interest expense on long and/or short term debt?	\$ 126,991.43
Annual principal payment on debt?	\$ 18,935.02
Annual interest rate on debt?	9.5 %
Annual debt principal and interest?	\$ 145,926.45
Principal balance on outstanding debt at end of this reporting period?	\$ 1,811,481.64

Regulatory Assessment Fee:

What was the Regulatory Assessment fee amount submitted to TCEQ for the Calendar Year 2013?

\$ 8161.20

Rate Change:

What was the effective date of the last Rate Change?

NONE

Section 6: Customer Information

Connection Type Water	Number of Connections at	
	Beginning of Calendar Year 2013	End of Calendar Year 2013
Total	647	669

Connection Type Wastewater	Number of Connections at	
	Beginning of Calendar Year 2013	End of Calendar Year 2013
Total	1048	1084

Section 7: Water Production & Consumption

A What is the total amount of water produced/pumped?	<u>30,959 M</u>	gallons
B What is the total amount of water sold/billed?	<u>30,084 M</u>	gallons
C How much water was lost?	<u>869K</u>	gallons
What is the total percent of water loss?	<u>3</u>	%

To calculate the above, please reference the attached document Water and Wastewater Utilities Annual Report Instructions. Comments?

Section 8: Wastewater Treated

What is the total amount of wastewater treated?	<u>69,976M</u>	gallons
Comments?		

SUGARBERRY PLACE PHASE I 37,890 M
SUGARBERRYPLACE PHASE II 30,084M

Section 9: Utility Management & Operations Assessment

Utility Policy and Procedures

Do you have an Application Form or Formal Process for New Customers?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Do you have a copy of your approved tariff and drought contingency plan for customers to review?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Do you have Written Operating Procedures for Routine Operations?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Do you have Written Emergency Actions Plan(s)?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Do you have Written Personnel Procedures?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Do you have Risk Management & Safety Policies?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Do you have Customer Service Policies (including billing & collection)?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Do you have a Written Budget (normally updated annually)?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

Did you or any utility staff attend the annual Water Supply Division Conference/Trade Fair or any other utility/business related conferences this year? If so, please list them in Section 10.

☐ Yes ☒ No

Do you record complaints or keep a complaint log?

☒ Yes ☐ No

Is a customer service representative, water system employee, or answering service accessible by phone at all times to all customers?

☒ Yes ☐ No

Rules and Regulations

If you own/operate a public water system, do you have a copy of or have access to 30 TAC Chapter 290?

☒ Yes ☐ No

If you own/operate a sewer system, do you have a copy of or have access to 30 TAC 30 Subchapter J, 30 TAC 217, 30 TAC 308, and 30 TAC 309?

☒ Yes ☐ No

Do you have a copy of or have access to the Utility Regulation TAC 30 Rule, Chapter 291?

☒ Yes ☐ No

Do you have a copy of or have access to Texas Water Code Chapter 13?

☒ Yes ☐ No

Administrative Information

Do you notify customers prior to shutting down the system for repairs?

☒ Yes ☐ No ☐ Sometimes ☒ Only if greater than 2 hours

How do you keep your customers informed?

☐ Billing Statements ☐ Newsletter ☐ Meetings
☒ Other _____

Are water records kept separate from other business and personal records?

☒ Yes ☐ No

Are records kept for additions to fixed assets?

☒ Yes ☐ No

Is the financial position of the system reviewed at least quarterly?

☒ Yes ☐ No

Are accounting records for water and wastewater kept separately?

☒ Yes ☐ No

Utility Assistance

If your answer to any question above is "No", would you be receptive to financial, managerial or technical assistance at no cost to the utility?

☒ Yes ☐ No

Section 10: Remarks (please feel free to attach additional pages if necessary)

Section 11: Sworn Statement

I HEREBY CERTIFY THAT THE INFORMATION PROVIDED IN THIS REPORT
IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF.

(This document MUST be signed by the President or Owner of the Utility)

This 10th Day of March, 2014.

President or Owner: _____

(Signature)

Michael Maetz

(Printed Name)

President

(Title)