



Control Number: 52290



Item Number: 1

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EXEMPT UTILITY INFORMATION FORM

1. Water System Name or Subdivision Lone Oak Water
2. Water System Address (City/ST/ZIP/Code) Stephenville, TX 76401 CR258/PR1604
3. Water System Phone Number and Fax 254-434-7232
4. Is the applicant the original owner of this system? Yes No
 if the answer is no, when was the system acquired?
 Who was the immediate preceding owner? Garth Duncan / Rhonda Hardin
5. If applicant does not own the system, please provide the following information:
 Who owns the utility's assets? N/A
 Address and Telephone Number N/A
 What type of agreement do you have to operate them?

N/A
6. Water Service Connections
 Are your connections Metered Unmetered
 Number of Active Connections 12
 Number of Potential Connections 14
7. Source of water for your system:
 Well(s)
 Purchased _____
 Surface Water _____
 (Purchased From Whom) _____
8. Provide a detailed map of the area to be served with each copy of the application submitted. Maps should include sufficient information to accurately delineate the service area. Attach a map identifying the exact service area with each copy of the application.
9. Number of population served: 20

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 2021 JAN 15 AM 9:15
 PUBLIC UTILITY SERVICES DIV
 FILING CLERK

CERTIFICATION: The information provided on this form is true to the best of my knowledge and belief. A copy of the required **CUSTOMER NOTICE** and **SERVICE RULES** will be provided to each current customer and will be provided to each future customer at the time they connect to the system.

[Signature] _____ 12-7-20 _____
 Signature of person completing this form Date

EXEMPT UTILITY INFORMATION FORM

12/15/20

Effective Date

Lone Oak Water Service

(Water System Name)

(254) 434-7232

(Phone Number)

CR 258/PR 1604

(Utility Address)

Stephenville

(City)

TX

(State)

76401

(Zip Code)

RATE SCHEDULE

	Monthly Minimum Charge	Gallage Charge
Residential	\$ <u>65.00</u> (INCLUDING <u>6.00</u> GALLONS)	\$ <u>10.23</u> per 1000 gallons
Commercial	\$ _____ (INCLUDING _____ GALLONS)	\$ _____ per 1000 gallons

TAP FEE

\$ N/A

OTHER EXTENSION FEES

REGULATORY ASSESSMENT

1.0%

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

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 (not to exceed \$25 without justification) \$ 20.00
- b Customer's request \$ 1.00
- c Other Reasons (specify): \$ N/A

[Empty rectangular box]

LATE CHARGE

\$ 5.00

For bill not received by due date. (Select either \$5.00 or 10%)

RETURNED CHECK CHARGE

\$ 30.00

CUSTOMER DEPOSIT

\$ 20.00

METER TEST FEE (Not to exceed \$25)

\$ N/A

The attached Service Rules are part of this tariff.

Lone Oak Water Service

(Utility Name)

CUSTOMER NOTICE: THIS UTILITY SERVICE PROVIDER IS EXEMPT FROM MANY OF THE REQUIREMENTS FOR UTILITIES, BUT IT STILL MUST COMPLY WITH THESE SERVICE RULES. THE COMMISSION WILL NOT REVIEW RATE CHANGES UNLESS PROTESTED BY AT LEAST 50% OF THE CUSTOMERS WITHIN 90 DAYS AFTER THE EFFECTIVE DATE OF THE RATE CHANGE.

REQUIRED SERVICE RULES AND REGULATIONS FOR EXEMPT UTILITIES

Rate Changes

Rates can be changed no more than once per year without the approval of the commission. Customers will be given a notice of rate change which states the effective date of the rate change, the old rates, the new rates, the commission's address and a statement that written protests can be submitted to the commission.

Application for and Provision of Water Service

All new applicants will be given a copy of this Exempt Utility Tariff.

Where service has been disconnected for nonpayment of a bill, service will be reconnected within one working day after the customer has met the requirements for reconnection.

The customer will be responsible for furnishing and laying the necessary customer service line from the utility's point of connection on the customer's property to the place of consumption. Customers may be required to install a customer owned cut-off valve on the customer's side of the meter or connection.

Refusal of Service

This exempt utility is not required to have a designated service area and is not obligated to serve every applicant for service but is required to provide service in a nondiscriminatory manner.

Customer Deposits

Refund of deposit - If service is not connected, or after permanent disconnection of service to a customer, the utility will promptly refund, within 30 days, the customer's deposit or the balance, if any, in excess of the unpaid bills for service furnished.

Long Oak Water Service

(Utility Name)

Meter Requirements, Readings, and Testing

One meter or connection may be required for each customer. The exempt 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 a test of the accuracy of the customer's meter. The test may be made using a container of known volume.

A meter test will cost \$ N/A Following the completion of any requested test, the utility will promptly advise the customer in writing of the results. If the meter is in error by more than 3% the meter should be replaced at the utility's expense. Meters will be read at (preferably monthly) intervals.

Billing

Bills from the utility will be mailed at intervals specified in the service agreement. 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, is not received at the designated payment location 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 work day after the due date.

Late Fee

A late penalty may be charged (if listed on the tariff) on bills received after the due date. The utility must maintain a record of the date of mailing to charge the late penalty.

Each bill will provide the following information (at a minimum): The total amount due for water service, the due date of the bill and a telephone number (or numbers) for customers to call if they have questions.

Metered Service

If service is metered the bill must also state the date and reading of the meter at the beginning and end of the period for which the bill is rendered, and the numbers of gallons consumed.

Service Disconnection and Disputed Bills

If a customer or applicant for service files a complaint about all or a portion of the bill, the utility will promptly investigate the matter and advise the complainant of the results. Service may 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/she has recourse through the Public Utility Commission of Texas 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.

Lone Oak Water Service

Article 10.000

The exempt utility is encouraged, **but not required**, 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 the time frame set forth in a bill and if proper notice of disconnection has been given.

Notice of disconnection must be a separate mailing or hand delivery.

Utility service may also be disconnected if a customer is found to be violating any applicable service agreement. The utility may re-establish service to any delinquent customer only if authorized to in writing by commission and after notice has been issued.

The utility is required to reconnect service after a customer who has been disconnected for nonpayment pays a delinquent bill and any other applicable fees in accordance with this tariff and any applicable service agreement. The utility may re-establish service to any delinquent customer only if authorized to in writing by commission and after notice has been issued.

Reconnection of Service

Service will be reconnected within 24 hours, unless otherwise stated on the service agreement, after the past due bill, reconnection fee and any other outstanding charges are paid or correction of the conditions which caused service to be disconnected.

Service Interruptions

The utility will make every effort to restore service as quickly as possible. If interruptions occur, the utility will re-establish service within the shortest possible time.

Quality of Service

The utility will provide properly treated and disinfected water and facilities with sufficient pressure and capacity for temperature, unless otherwise stated in the service agreement.

Standard Extension Requirements

All practices and policies related to the extension of service to new applicants or restoration of service must be reasonable and nondiscriminatory.

Specific Utility Rules

(May not conflict with commission required rules. Attach additional pages if needed.)

LINGLEVILLE

STEPHENVILLE

DUBLIN

HERITAGE HILLS

well

