



## Filing Receipt

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**Control Number - 53075**

**ItemNumber - 195**

**WATER UTILITY TARIFF  
FOR**

Richard Sullivan dba Country View Water System  
(Utility Name)

7506 NCR 1540 #23  
(Business Address)

Shallowater, Texas 79363  
(City, State, Zip Code)

(806) 832-5763  
(Area Code/Telephone)

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

12490

This tariff is effective in the following county:

Lubbock

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

None

This tariff is effective in the following subdivisions and public water systems:

Valley Estates (PWS #1520198)

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**TEXAS COMM. ON ENVIRONMENTAL QUALITY**

34605 S CCN 12490 APR 14 '05

APPROVED TARIFF BY Sm/SP

SECTION 1.0 -- RATE SCHEDULE

Section 1.01 - Rates

<u>Meter Size</u>	<u>Monthly Minimum Charge</u>	<u>Gallonge Charge</u>
5/8" or 3/4"	<u>\$15.00</u> (Includes <u>3000</u> gallons)	<u>\$1.75</u> per 1000 gallons over 3,000

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

Cash X, Check X, Money Order X, Credit Card \_\_\_\_\_, Other (specify) \_\_\_\_\_

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%  
TCEQ RULES REQUIRE THE UTILITY TO COLLECT A FEE OF ONE PERCENT OF THE RETAIL MONTHLY BILL.

Section 1.02 - Miscellaneous Fees

TAP FEE ..... \$175.00  
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 SUBDIVISIONS OR RESIDENTIAL AREAS.

TAP FEE (Large meter) ..... Actual Cost  
TAP FEE IS THE UTILITY'S ACTUAL COST FOR MATERIALS AND LABOR FOR METER SIZE INSTALLED.

METER RELOCATION FEE ..... Actual Relocation Cost, Not to Exceed Tap Fee  
THIS FEE MAY BE CHARGED IF A CUSTOMER REQUESTS THAT AN EXISTING METER BE RELOCATED.

METER TEST FEE ..... \$25.00  
THIS FEE WHICH SHOULD REFLECT THE UTILITY'S COST 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. THE FEE MAY NOT EXCEED \$25.

RATES LISTED ARE EFFECTIVE ONLY  
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APPROVED TARIFF BY [Signature]

SECTION 1.0 -- RATE SCHEDULE (Continued)

RECONNECTION FEE

THE RECONNECT FEE MUST BE PAID BEFORE SERVICE CAN BE RESTORED TO A CUSTOMER WHO HAS BEEN DISCONNECTED FOR THE FOLLOWING REASONS (OR OTHER REASONS LISTED UNDER SECTION 2.0 OF THIS TARIFF):

- a) Non payment of bill (Maximum \$25.00) ..... \$20.00
- b) Customer's request that service be disconnected ..... \$10.00

TRANSFER FEE ..... \$0.00

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

LATE CHARGE (EITHER \$5.00 OR 10% OF THE BILL) ..... \$5.00

TCEQ RULES ALLOW A ONE-TIME PENALTY TO BE CHARGED ON DELINQUENT BILLS. A LATE CHARGE 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) ..... \$30.00

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

GOVERNMENTAL TESTING, INSPECTION AND COSTS SURCHARGE:

WHEN AUTHORIZED IN WRITING BY TCEQ AND AFTER NOTICE TO CUSTOMERS, THE UTILITY MAY INCREASE RATES TO RECOVER INCREASED COSTS FOR INSPECTION FEES AND WATER TESTING. [30 TAC 291.21(K)(2)]

LINE EXTENSION AND CONSTRUCTION CHARGES:

REFER TO SECTION 3.0--EXTENSION POLICY FOR TERMS, CONDITIONS, AND CHARGES WHEN NEW CONSTRUCTION IS NECESSARY TO PROVIDE SERVICE.

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APPROVED TARIFF BY Jim SP

SECTION 2.0 -- SERVICE RULES AND POLICIES

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 that a complaint may be filed with the Commission.

Section 2.03 - Fees and Charges & 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.

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SECTION 2.0 -- SERVICE RULES AND POLICIES (Continued)

(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 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 cutoff 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 cutoff valve on their side of the meter.

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SECTION 2.0 -- SERVICE RULES AND POLICIES (Continued)

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.

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SECTION 2.0 -- SERVICE RULES AND POLICIES (Continued)

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 cutoff 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,

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SECTION 2.0 -- SERVICE RULES AND POLICIES (Continued)

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

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SECTION 2.0 -- SERVICE RULES AND POLICIES (Continued)

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.

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APPROVED TARIFF BY *Liu/SP*

SECTION 2.0 -- SERVICE RULES AND POLICIES (Continued)

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.

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APPROVED TARIFF BY Smj/SP

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.

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SECTION 3.0 -- EXTENSION POLICY (Continued)

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.

The utility will bear the full 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.

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SECTION 3.0 -- EXTENSION POLICY (Continued)

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 utility's 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.

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SECTION 3.0 -- EXTENSION POLICY (Continued)

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.

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APPROVED TARIFF BY *Lu/SP*

SECTION 3.0 -- EXTENSION POLICY (Continued)

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 3.07 - Developer Requirements

As a condition of service to a new subdivision, the Utility shall require a developer (as defined by TCEQ rule) to provide permanent recorded public utility easements as a condition of service to any location within the developer's property.

TEXAS COMM. ON ENVIRONMENTAL QUALITY

34605 S CCN 12490 APR 14 '05

APPROVED TARIFF BY Jim SP



SECTION 4.0 -- DROUGHT CONTINGENCY PLAN  
(Utility must attach copy of TCEQ approved Drought Contingency Plan)

TEXAS COMM. ON ENVIRONMENTAL QUALITY

34605 S CCN 12490 APR 14 '05

APPROVED TARIFF BY Sm/SP

Model Drought Contingency Plan

**DROUGHT CONTINGENCY PLAN  
FOR THE  
INVESTOR OWNED UTILITY**

RECEIVED

AUG 29 2000

Valley Estates

SURFACE WATER SOURCE DESIGNATION  
TNRCC

(Name of utility)

Rt. 15, Box 255, Lubbock, Texas 79415

(Address, City, Zip Code)

12490

(CCN#)

1520198

(PWS #s)

8-28-00

(Date)

**Section 1 Declaration of Policy, Purpose, and Intent**

In cases of extreme drought, periods of abnormally high usage, system contamination, or extended reduction in ability to supply water due to equipment failure, temporary restrictions may be instituted to limit non-essential water usage. The purpose of the Drought Contingency Plan is to encourage customer conservation in order to maintain supply, storage, or pressure or to comply with the requirements of a court, government agency or other authority.

**Please note:** Water restriction is not a legitimate alternative if water system does not meet the Texas Natural Resource Conservation Commission's (TNRCC) capacity requirements under normal conditions or if the utility fails to take all immediate and necessary steps to replace or repair malfunctioning equipment.

I Ray Witt (Please print name), being the responsible official for Valley Estates (Name of utility), request a minor tariff amendment to include the enclosed Drought Contingency Plan.

Ray Witt  
(Signature)

8-28-00

(Date)

**Section 2 Public Involvement**

Opportunity for the public to provide input into the preparation of the Plan was provided by:  
(check at least one of the following)

scheduling and providing public notice of a public meeting to accept input on the Plan.

The meeting took place at:

Date: \_\_\_\_\_ Time: \_\_\_\_\_ Location: \_\_\_\_\_

mailed survey with summary of results. (attach survey and results)

bill insert inviting comment. (attach bill insert) Mailed to customer on 7-30-00

other method \_\_\_\_\_

**Section 3 Public Education**

The Valley Estates (name of utility) 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.

Drought plan information will be provided by:  
(check at least one of the following)

public meeting

press releases

utility bill inserts

other \_\_\_\_\_

**Section 4 Coordination with Regional Water Planning Groups**

The service area of the Valley Estates (name of your utility) is located within:

Regional Water Planning Group (RWPG) High Plains UWCD No. 1

Valley Estates (name of your utility) has mailed a copy of this Plan to the RWPG.

ALL PUBLIC WATER SYSTEMS MUST IMPLEMENT A DROUGHT CONTINGENCY PLAN IN THE CASE OF A DROUGHT SITUATION. YOU ARE INVITED TO MAKE SUGGESTIONS AS TO HOW VALLEY ESTATES MIGHT BEST HANDLE A DROUGHT SITUATION. MAIL YOUR SUGGESTIONS TO VALLEY ESTATES ALONG WITH YOUR WATER PAYMENT OR CALL AT 806-762-2970. NOTICES OF OUR PLAN WILL BE MAILED TO YOU BY SEPTEMBER 1, 2000. WATER IS FAST BECOMING A SERIOUS ISSUE FOR THE STATE AND MUCH OF THE NATION AND PUBLIC AWARENESS IS MUCH NEEDED. PLEASE USE YOUR WATER WISELY.

VALLEY ESTATES

*Ray Witt*  
RAY WITT, OWNER

SYSTEM NO. 1520198

SUGGESTIONS:

1. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
3. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Written notice will be provided to each customer prior to implementation or termination of each stage of the water restriction program. Mailed notice will be given to each customer at least 72 hours prior to the start of water restriction. If notice is hand delivered, the utility will not enforce the provisions of the plan for 24 hours after notice is provided. The written notice to the customers will contain the following information:

1. The date restrictions will begin
2. The circumstances that have required the restrictions begin.
3. The response time as customer has to comply and an explanation of the restrictions being implemented.
4. An explanation of the consequences for non-compliance with the restrictions.
  - A. A letter will be mailed stating the specific violation and requesting compliance.
  - B. Discontinuance of water service for 7 days or until end of the month.(Whichever is less) for second violation with a reconnect fee of \$25.00.

## Section 6

## VIOLATIONS

1. First Violation: Customer(s) will be sent a written notice stating their specific violation and be asked to refrain from further violations.
2. Subsequent violations: A written notice will again be mailed and if customer does not comply, water service will be discontinued for a period of 7 days or until the end of the month (Whichever is less), with a \$25.00 reconnect fee of \$25.00.
3. Subsequent violations: Flow restricting device will be installed at customer expense. This will restrict the amount of water that will pass through the meter in a 24 hour period. Actual cost to customer will not exceed \$50.00.

## Section 7

## EXEMPTIONS OR VARIANCES

The utility may grant any customer an exemption or variance from the drought contingency plan for good cause upon written request. A Customer who is refused an exemption or variance may appeal such action of the utility in writing to the TNRCC. The utility will treat all customers equally concerning exemptions and variances, and shall not discriminate in granting exemptions and variances. No exemptions or variance shall be retroactive or otherwise justify any violation of this DCP occurring prior to the issuance of the variance.

NOTICE OF DROUGHT CONTINGENCY PLAN STAGE I IMPLEMENTATION

ATTENTION: ALL WATER CUSTOMERS OF VALLEY ESTATES

1. Stage I of Valley Estates DCP (Drought Contingency Plan) as required by TNRCC Rules will begin on April 1, 2001.
2. Customers are asked to voluntarily to practice water conservation by limiting water usage for non-essential purposes and by using water wisely for essential purposes.

EXAMPLES OF NON-ESSENTIAL USE:

- A. Washing of Vehicles
- B. Landscape Watering
- C. Swimming Pools

EXAMPLES OF ESSENTIAL USE:

- A. Showering (Wet down, Turn water off, Soap Down, Rinse)
- B. Cooking (Wash vegetables in bowl of water, not running)
- C. Drinking (Drink what you put in the glass, don't empty what you don't drink in the drain.)
- D. Shower instead of bathing in tub, uses less water

3. Hopefully it will not be necessary to implement Stage II of the DCP Plan. Let us all use water wisely.

TEXAS NATURAL RESOURCES CONSERVATION COMMISSION

CON 12490 FEB 27 '01

APPROVED TARIFF BY *Sm/KRB*

NOTICE OF DCP TERMINATION

Notice is hereby given that the DCP Plan is terminated as of September 30, 2001. Water customers are still encouraged to practice water conservation. Valley Estates thanks all of you for your cooperation.

VALLEY ESTATES WATER RESOURCE CONSERVATION COMMISSION

CCN 12490 FEB 27 '01

APPROVED TARIFF BY *Sm/KB*

## CUSTOMER WATER USAGE

USE OUTDOOR WATER WISELY Water is one of the most valuable resources in West Texas. It is our job to use it wisely. In the event that Valley Estates experienced a water shortage, a "Drought Contingency Plan" would be implemented which would strictly limit water usage by customers. To prevent the need to implement this type of plan Valley Estates and you, the customer must work to conserve water.

Outdoor water use is the largest user of water. The average winter in-home use is 8,000 gallons per month, this figure increases to an average of 25,000 gallons per month during the months of May, June, July and August.

Although a beautiful yard is an asset to any neighborhood, Valley Estates encourages its customers to water wisely. Using the following tips you can help save water and save you money.

Water Deeply and Infrequently. One and a half inches of water soaks down to a depth of four to six inches. You need only water your yard when footprints are visible after you've walked across it. Use an egg timer to determine how long to turn your sprinklers. Start the timer and run the sprinklers long enough to put an inch and a half of water in a container. Adjust your sprinkler timer accordingly for future watering.

Do Not Over Water. Soil can only absorb so much water and the rest simply runs off down the gutter or street.

Do Not Water Streets, Driveways or Walks. They will never grow a thing.

Water Early or Late. Watering during the heat of the day from 10:00 A.M. until 6:00 P.M. results in water evaporation before it hits the grass.

Use Water Wise Plants. Choose plants that have low water requirements, are drought resistant, and are adapted to this area of the state.

## WATER LEAKS

Repair all leaks in faucets, commodes, outdoor faucets, etc. promptly. These leaks use thousands of gallons of water needlessly. If your water bill seems unusually high, check for leaks. We will alert you on your utility bill if your water use seems high to us.

WEST TEXAS WATER RESOURCE CONSERVATION COMMISSION

CCN 12490 FEB 27 '01

APPROVED TARIFF BY *Sm/RS*



# Landscaping Bloopers & Blunders



**Editor's Note:** Ineffective use of water in landscaping is a concern to the City of Lubbock. Statistics show that despite high rains last spring, water use continued to escalate. The City of Lubbock would like its citizens to be aware of common landscaping mistakes so these mistakes can be avoided, and to encourage our citizens to use water effectively in their landscaping.

By: Paul Nash, ASLA Nash & Associates Landscape Architects  
& Gifts for the Garden Shop

Since the the earliest pioneers settled here, the citizens of Lubbock have fought the environment. First came the ordeal of finding water in the arid South Plains of Texas, and then came the challenge of creating beautiful landscapes that are functional and a joy to observe. While we strive to create and maintain beautiful landscapes we must remember that water is a decreasing resource and beautiful landscapes depend on water.

In order to use water more effectively, consider some of the more common mistakes made in landscape design.

## Poor Plant Selection

Our area of the state simply isn't made for a great number of plant varieties. Despite what you may see in some advertisements or nurseries, oleanders, azaleas, palms and any number of other plants just don't grow well in the arid Lubbock climate. Search out plants that are proven to grow well in our conditions. Buy from reputable suppliers that can answer your questions and help guide you in your selections.

## Improper Water Application

Many of us don't know when or how much to water. Is one inch a week enough? Is three inches too much? There is not a perfect rate of watering.

The only way to know is to get out into the landscape and observe how your plants are reacting to your watering techniques. The type of plants, the weather, your watering method and your soil type all have an impact on the amount of water you need to apply. Over-watering can be just as detrimental to a plant as under-watering.

Most established plants benefit from less frequent but deeper waterings. A deeper watering allows water to get down into the root zone and encourages roots to go deep into the soil to better withstand a period without water.

Water should be applied early in the day to prevent excessive evaporation and to help prevent the wind from blowing the water spray. Care should always be taken to make sure water is not wasted by overthrowing water into the street or onto sidewalks.

## Mixing Plant Types

Great care should be given to keep plants of similar cultural needs together. Don't try to maintain plants with a high water need next to an arid or semi-arid plant, chances are neither will do well.

## Incorrect Plant Placement

Know the spot where you are going to plant before you go shopping. You should determine such factors as sun or shade, water and fertilizer needs, spacing and planting specifics. Make sure the plants you choose fit your landscape requirements.

## Poor Pruning Techniques

If a plant has to be severely and constantly pruned to keep it "in its place," it probably wasn't planted in the right place originally. Sawing off a tree limb or whacking back the top of a too tall shrub can greatly affect the long-term shape and health of a plant.

## Improper Planting Techniques

To get a plant off to a good start, care should be taken to use proper planting techniques. The hole should be dug one-third larger than the plant's root ball. The backfill material should be loose viable topsoil and all cords, wires and ropes should be removed from around the trunk. The plant should be watered thoroughly immediately after planting.



## How Much Do You Know About Bottled Water?

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline at 800-426-4791.

CCN 12490 FEB 27 '01

APPROVED TARIFF BY *Sm/KB*

Section 8 RESPONSE STAGES

Unless there is an immediate and extreme reduction in water production, or other absolute necessity to declare an emergency or severe condition, the utility will initially declare Stage I restrictions. If, after a reasonable period of time, demand is not reduced enough to alleviate outages, reduce the risk of outages, or comply with restrictions required by a court, a government agency or other authority, Stage II may be implemented with Stage III to follow if necessary.

STAGE I CUSTOMER AWARENESS - NOTICE ON APRIL 1ST ANNUALLY (Copy Attached)

- 1. Valley Estates will mail a public announcement to customers concerning water conservation, along with wise water consumption inserts. (Copy Enclosed)
- 2. Customers will be requested to voluntarily limit water usage for non-essential purposes and to practice water conservation.

A. Stage I Will end September 30th annually with a public announcement mailed to customers. (Copy Attached)

STAGE II VOLUNTARY WATER CONSERVATION (Copy Attached)

The water utility will implement Stage 2 when any one of the selected triggers is reached:

Supply-Based Triggers (check at least one and fill in the appropriate value)

- Well level reaches \_\_\_\_\_ ft. mean sea level (m.s.l.)
- Overnight recovery rate reaches \_\_\_\_\_ ft.
- Reservoir elevation reaches \_\_\_\_\_ ft. (m.s.l.)
- Stream flow reaches \_\_\_\_\_ cfs at USGS gage # \_\_\_\_\_
- Wholesale supplier's drought Stage 2 \_\_\_\_\_
- Other When City of Shallowater implements their DCP

Demand- or Capacity-Based Triggers (check at least one and fill in the appropriate value)

- Drinking water treatment as % of capacity \_\_\_\_\_ %
- Total daily demand as % of pumping capacity \_\_\_\_\_ %
- Total daily demand as % of storage capacity \_\_\_\_\_ %
- Pump hours per day \_\_\_\_\_ hrs.
- Production or distribution limitations.
- Other When City of Shallowater implements DCP

Upon initiation and termination of Stage 2, the utility will mail a public announcement to its customers. No notice to TNRCC required. (Copy Attached)

CCN 12490 FEB 27 '01

APPROVED TARIFF BY *[Signature]* / KB

Requirements for termination

Stage 2 of the DCP may end when all of the conditions listed as triggering events have ceased to exist for a period of three (3) consecutive days. Upon termination of Stage 2, Stage 1 again becomes operative.

Utility Measures

Valley Estates will visually inspect lines and repair leaks on a daily basis, and request that customers do the same. Monthly review of customer use records and follow-up on any that have unusually high usage.

Other measures that will be taken if deemed necessary, will be the activation and use of an alternative supply source(s).

The second water source for Valley Estates (name of utility) is:  
(check one)

- Other well
- Inter-connection with other system
- Purchased water
- Other \_\_\_\_\_

Voluntary Water Use Restrictions

1. Restricted Days/Hours: Water customers are requested to voluntarily limit the irrigation of landscaped areas with hose-end sprinklers or automatic irrigation systems. Customers are requested to limit outdoor water use to: Mondays for customers with a street address ending with the numbers 1, 2, or 3; Wednesdays for customers with a street address ending with the numbers 4, 5 or 6; and Fridays for customers with a street address ending with the numbers 7, 8, 9, or 0. Irrigation of landscaped areas is further limited to the hours of 12:00 midnight until 10:00 A.M. and between 8:00 PM and 12:00 midnight on designated watering days. However, irrigation of landscaped areas is permitted at anytime if it is by means of a hand held hose, a faucet filled bucket or watering can of five (5) gallons or less, or a drip irrigation system.
2. Other uses that waste water such as water running down the gutter or street.
  - A. Announcement with inserts will notify customers of the implementation of Stage II. Stage II will be implemented when City of Shallowater implements Stage II or Valley Estates experiences loss of pressure and/or difficulty in keeping pressure tanks filled.

CON 12490 FEB 27 '01

APPROVED TARIFF BY Sm / KB

NOTICE OF DROUGHT CONTINGENCY PLAN STAGE II IMPLEMENTATION

ATTENTION: ALL WATER CUSTOMERS OF VALLEY ESTATES WATER SYSTEM

1. Stage II of the DCP will go in to effect: \_\_\_\_\_.
2. Due to circumstance listed below we are having to implement the Plan.

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3. You will have until \_\_\_\_\_ to comply with Stage II requirements of the DCP.
4. Stage II is a Voluntary conservation as was Stage I, however if violations occur there will be penalties. After the first violation a letter will be sent to the customer asking that he/she refrain from repeating the violation and from committing other violations.

For subsequent violations a second notice will be mailed to the customer and if customer does not comply, then water service will discontinued for a period of seven (7) days or until the end of the month. (Whichever is LESS).

Subsequent violations will result in flow restrictors being installed on the customer water lines at the customer cost. (Not to exceed \$50.00).

5. When all the conditions that have triggered Stage II to be implemented have ceased for a period of three (3) days then Stage I will again become operative.

VALLEY ESTATES WATER RESOURCE CONSERVATION COMMISSION

CON 12490 FEB 27 '01

APPROVED TARIFF BY *Sm/KB*

## Voluntary Water Use Restrictions

1. Restricted Days/Hours: Water customers are requested to voluntarily limit the irrigation of landscaped areas with hose-end sprinklers or automatic irrigation systems. Customers are requested to limit outdoor water use to: Mondays for customers with a street address ending with the numbers 1, 2, or 3; Wednesdays for customers with a street address ending with the numbers 4, 5 or 6; and Fridays for customers with a street address ending with the numbers 7, 8, 9, or 0. Irrigation of landscaped areas is further limited to the hours of 12:00 midnight until 10:00 A.M. and between 8:00 PM and 12:00 midnight on designated watering days. However, irrigation of landscaped areas is permitted at anytime if it is by means of a hand held hose, a faucet filled bucket or watering can of five (5) gallons or less, or a drip irrigation system.
2. Other uses that waste water such as water running down the gutter or street.
  - A. Announcement with inserts will notify customers of the implementation of Stage II. Stage II will be implemented when City of Shallowater implements Stage II or Valley Estates experiences loss of pressure and/or difficulty in keeping pressure tanks filled.

WATER AND RESOURCE CONSERVATION COMMISSION

CCN 12490 FEB 27 '01

APPROVED TARIFF BY *Sm/kB*

NOTICE OF DCP STAGE II TERMINATION

ATTENTION: WATER CUSTOMERS OF VALLEY ESTATES

Stage II of The DCP is terminated as of \_\_\_\_\_.

STATE OF CALIFORNIA WATER RESOURCE CONSERVATION COMMISSION

CCN 12490 FEB 27 '01

APPROVED TARIFF BY *sm* / KB

Mandatory Water Use Restrictions: The following water use restrictions shall apply to all customers.

1. Irrigation of landscaped areas with hose-end sprinklers or automatic irrigation systems shall be limited to Mondays for water customers with a street address ending with the numbers 1, 2, or 3, Wednesdays for water customers with a street address ending with the numbers 4, 5, or 6, and Fridays for water customers with a street address ending with the numbers 7, 8, 9, or 0. 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 anytime 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.
2. 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 rinses. 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.
3. 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 p.m. and 12:00 midnight.
4. 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.
5. Use of water from hydrants or flush valves shall be limited to maintaining public health, safety, and welfare.
6. Use of water for the irrigation of golf courses, parks, and green belt areas is prohibited except by hand held hose and only 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.
7. The following uses of water are defined as non-essential and are prohibited:
  - a. wash down of any sidewalks, walkways, driveways, parking lots, tennis courts, or other hard-surfaced areas;
  - b. use of water to wash down buildings or structures for purposes other than immediate fire protection;
  - c. use of water for dust control;
  - d. flushing gutters or permitting water to run or accumulate in any gutter or street;
  - e. failure to repair a controllable leak(s) within a reasonable period after having been given notice directing the repair of such leak(s); and
  - f. Any waste of water.

CON 1 2 4 9 0.FEB 27 '01

APPROVED TARIFF BY *[Signature]* /KB

**STAGE III - MANDATORY WATER USE RESTRICTIONS:**

The water utility will implement Stage 3 when any one of the selected triggers is reached:  
(Copy Attached)

Supply-Based Triggers (check at least one and fill in the appropriate value)

- Well level reaches \_\_\_\_\_ ft. (m.s.l.)
- Overnight recovery rate reaches \_\_\_\_\_ ft.
- Reservoir elevation reaches \_\_\_\_\_ ft. (m.s.l.)
- Stream flow reaches \_\_\_\_\_ cfs at USGS gage # \_\_\_\_\_
- Wholesale supplier's drought Stage 3 \_\_\_\_\_
- Other City of Shallowater implements Stage III of State of Texas issues DCP for Valley Estates Area.

Demand- or Capacity-Based Triggers (check at least one and fill in the appropriate value)

- Drinking water treatment as % of capacity \_\_\_\_\_ %
- Total daily demand as % of pumping capacity \_\_\_\_\_ %
- Total daily demand as % of storage capacity \_\_\_\_\_ %
- Pump hours per day \_\_\_\_\_ hrs.
- Production or distribution limitations.
- Other \_\_\_\_\_

**Upon initiation and termination of Stage 3, the utility will mail a public announcement to its customers. Notice to TNRCC required.**

Requirements for termination (Copy Attached)

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

Utility Measures:

Visually inspect lines and repair leaks on a regular basis. Flushing is prohibited except for dead end mains.

If necessary the activation and use of an alternative source of water will be used.

Low-flow fixtures and water restrictors will be offered to customers at their expense. (Not to exceed \$50.00).

TEXAS NATURAL RESOURCE CONSERVATION COMMISSION

CCN 12490 FEB 27 '01

APPROVED TARIFF BY *[Signature]*



NOTICE OF DROUGHT CONTINGENCY PLAN STAGE III IMPLEMENTATION

ATTENTION: VALLEY ESTATES WATER CUSTOMERS

1. Stage III of the DCP will go into effect \_\_\_\_\_.
2. Due to circumstances listed below we are having to implement Stage III of the DCP.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. All Customers are required to comply immediately.
4. Mandatory Water Use Restrictions will apply to all customers:  
See Attached List.
5. First violation will result in letter being mailed to the offender asking that they refrain from further violations.

Subsequent violations will result in another letter and if customer does not comply the water service will be discontinued for a period of seven (7) days or until the end of the month. (Whichever is Less).

Subsequent violations will result in flow restrictors being installed on water lines at the customer expense.

6. When all conditions that have triggered Stage III to be implemented have ceased for a period of three (3) days then Stage II will again become operative.

PUBLIC UTILITIES RESOURCE CONSERVATION COMMISSION

CON 12490 FEB 27 '01

APPROVED TARIFF BY *Sm/KB*

Mandatory Water Use Restrictions: The following water use restrictions shall apply to all customers.

1. Irrigation of landscaped areas with hose-end sprinklers or automatic irrigation systems shall be limited to Mondays for water customers with a street address ending with the numbers 1, 2, or 3, Wednesdays for water customers with a street address ending with the numbers 4, 5, or 6, and Fridays for water customers with a street address ending with the numbers 7, 8, 9, or 0. 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 anytime 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.
2. 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 rinses. 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.
3. 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 p.m. and 12:00 midnight.
4. 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.
5. Use of water from hydrants or flush valves shall be limited to maintaining public health, safety, and welfare.
6. Use of water for the irrigation of golf courses, parks, and green belt areas is prohibited except by hand held hose and only 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.
7. The following uses of water are defined as non-essential and are prohibited:
  - a. wash down of any sidewalks, walkways, driveways, parking lots, tennis courts, or other hard-surfaced areas;
  - b. use of water to wash down buildings or structures for purposes other than immediate fire protection;
  - c. use of water for dust control;
  - d. flushing gutters or permitting water to run or accumulate in any gutter or street;
  - e. failure to repair a controllable leak(s) within a reasonable period after having been given notice directing the repair of such leak(s); and
  - f. Any waste of water.

WATER AND RESOURCE CONSERVATION COMMISSION

CCN 12490 FEB 27 '01

APPROVED TARIFF BY *La* / KB

NOTICE OF DCP STAGE III TERMINATION

ATTENTION: WATER CUSTOMERS OF VALLEY ESTATES

Stage III of the DCP is terminated as of \_\_\_\_\_.

FLORIDA WATER RESOURCE CONSERVATION COMMISSION

CCN 12490 FEB 27 '01

APPROVED TARIFF BY *Sm KB*

**STAGE IV - CRITICAL WATER USE RESTRICTIONS:** (Copy Attached)

The water utility will implement Stage 4 when any one of the selected triggers is reached:

**Supply-Based Triggers** (check at least one and fill in the appropriate value)

- Well level reaches \_\_\_\_\_ ft. (m.s.l.)
- Overnight recovery rate reaches \_\_\_\_\_ ft.
- Reservoir elevation reaches \_\_\_\_\_ ft. (m.s.l.)
- Stream flow reaches \_\_\_\_\_ cfs at USGS gage # \_\_\_\_\_
- Wholesale supplier's drought Stage 4 \_\_\_\_\_
- Supply contamination.
- Other When City of Shallowater implements Stage IV or State of Texas declares Valley Estates area as Stage IV.

**Demand- or Capacity-Based Triggers** (check at least one and fill in the appropriate value)

- Drinking water treatment as % of capacity \_\_\_\_\_ %
- Total daily demand as % of pumping capacity \_\_\_\_\_ %
- Total daily demand as % of storage capacity \_\_\_\_\_ %
- Pump hours per day \_\_\_\_\_ hrs.
- Production or distribution limitations.
- System outage.
- Other \_\_\_\_\_

**Upon initiation and termination of Stage 4, the utility will mail a public announcement to its customers. Notice to TNRCC required.** (Copy Attached)

**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 three (3) consecutive days. Upon termination of Stage 4, Stage 3 becomes operative.

~~The Utility shall visually inspect lines and repair leaks on a daily basis and request customers to do the same for their lines. Emergency interconnects or alternative supply arrangements will be initiated. All Meters will be read as often as necessary to insure compliance with this program for the benefit of all the customers of Valley Estates.~~

**MANDATORY WATER USE RESTRICTIONS**

1. All Outdoor use of water is prohibited.
2. Use of water to wash any motor vehicle, motorbike, boat, trailer, airplane or other vehicle is absolutely prohibited.

TEXAS NATURAL RESOURCE CONSERVATION COMMISSION

CON 12490 FEB 27 '01

APPROVED TARIFF BY *Sm/KIB*

NOTICE OF DROUGHT CONTINGENCY PLAN STAGE IV IMPLEMENTATION

ATTENTION: ALL VALLEY ESTATE WATER CUSTOMERS

1. Stage IV of Valley Estates DCP will go into effect on

\_\_\_\_\_.

2. Due to circumstance listed below we are having to implement the plan:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. All customers are required to comply immediately.
4. Mandatory Water Use Restrictions will apply to all customers. See attached list.
- 5, First violations will result in letter being mailed to the offender asking for compliance immediately.

Subsequent offense will result in water service being discontinued for a period of seven (7) days or until the end of the month. (Whichever is Less).

Subsequent violations will result in flow restrictors being installed on the water line of customer at the expense of the customer.

6. When all conditions that have triggered Stage IV to be implemented have ceased for a period of three (3) days then Stage III will become operative.

STATE OF CALIFORNIA WATER RESOURCE CONSERVATION COMMISSION

CON 12490 FEB 27 '01

APPROVED TARIFF BY *La/KB*

The Utility shall visually inspect lines and repair leaks on a daily basis and request customers to do the same for their lines. Emergency interconnects or alternative supply arrangements will be initiated. All Meters will be read as often as necessary to insure compliance with this program for the benefit of all the customers of Valley Estates.

MANDATORY WATER USE RESTRICTIONS

1. All Outdoor use of water is prohibited.
2. Use of water to wash any motor vehicle, motorbike, boat, trailer, airplane or other vehicle is absolutely prohibited.

STATE OF CALIFORNIA RESOURCE CONSERVATION COMMISSION

CCN 12490 FEB 27 '01

APPROVED TARIFF BY *Sm/KB*

Mandatory Water Use Restrictions: The following water use restrictions shall apply to all customers.

1. Irrigation of landscaped areas with hose-end sprinklers or automatic irrigation systems shall be limited to Mondays for water customers with a street address ending with the numbers 1, 2, or 3, Wednesdays for water customers with a street address ending with the numbers 4, 5, or 6, and Fridays for water customers with a street address ending with the numbers 7, 8, 9, or 0. 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 anytime 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.
2. 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 rinses. 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.
3. 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 p.m. and 12:00 midnight.
4. 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.
5. Use of water from hydrants or flush valves shall be limited to maintaining public health, safety, and welfare.
6. Use of water for the irrigation of golf courses, parks, and green belt areas is prohibited except by hand held hose and only 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.
7. The following uses of water are defined as non-essential and are prohibited:
  - a. wash down of any sidewalks, walkways, driveways, parking lots, tennis courts, or other hard-surfaced areas;
  - b. use of water to wash down buildings or structures for purposes other than immediate fire protection;
  - c. use of water for dust control;
  - d. flushing gutters or permitting water to run or accumulate in any gutter or street;
  - e. failure to repair a controllable leak(s) within a reasonable period after having been given notice directing the repair of such leak(s); and
  - f. Any waste of water.

WATER AND RESOURCE CONSERVATION COMMISSION

CCN 12490 FEB 27 '01

APPROVED TARIFF BY *Sm / 1/13*

NOTICE OF DCP STAGE IV TERMINATION

ATTENTION: WATER CUSTOMER OF VALLEY ESTATES

Stage IV of the DCP is terminated as of \_\_\_\_\_.

STATE OF CALIFORNIA RESOURCE CONSERVATION COMMISSION

CON 12490 FEB 27 '01

APPROVED TARIFF BY *LM/KB*



## APPENDIX A -- SAMPLE SERVICE AGREEMENT

From 30 TAC Chapter 290.47(b), Appendix B

### SERVICE AGREEMENT

- I. **PURPOSE.** The NAME OF WATER SYSTEM is responsible for protecting the drinking water supply from contamination or pollution which could result from improper private water distribution system construction or configuration. The purpose of this service agreement is to notify each customer of the restrictions which are in place to provide this protection. The utility enforces these restrictions to ensure the public health and welfare. Each customer must sign this agreement before the NAME OF WATER SYSTEM will begin service. In addition, when service to an existing connection has been suspended or terminated, the water system will not re-establish service unless it has a signed copy of this agreement.
  
- II. **RESTRICTIONS.** The following unacceptable practices are prohibited by State regulations.
  - A. No direct connection between the public drinking water supply and a potential source of contamination is permitted. Potential sources of contamination shall be isolated from the public water system by an air-gap or an appropriate backflow prevention device.
  
  - B. No cross-connection between the public drinking water supply and a private water system is permitted. These potential threats to the public drinking water supply shall be eliminated at the service connection by the installation of an air-gap or a reduced pressure-zone backflow prevention device.
  
  - C. No connection which allows water to be returned to the public drinking water supply is permitted.
  
  - D. No pipe or pipe fitting which contains more than 8.0% lead may be used for the installation or repair of plumbing at any connection which provides water for human use.
  
  - E. No solder or flux which contains more than 0.2% lead can be used for the installation or repair of plumbing at any connection which provides water for human use.

APPENDIX A -- SAMPLE SERVICE AGREEMENT (Continued)

III. SERVICE AGREEMENT. The following are the terms of the service agreement between the NAME OF WATER SYSTEM (the Water System) and NAME OF CUSTOMER (the Customer).

- A. The Water System will maintain a copy of this agreement as long as the Customer and/or the premises is connected to the Water System.
- B. The Customer shall allow his property to be inspected for possible cross-connections and other potential contamination hazards. These inspections shall be conducted by the Water System or its designated agent prior to initiating new water service; when there is reason to believe that cross-connections or other potential contamination hazards exist; or after any major changes to the private water distribution facilities. The inspections shall be conducted during the Water System's normal business hours.
- C. The Water System shall notify the Customer in writing of any cross-connection or other potential contamination hazard which has been identified during the initial inspection or the periodic reinspection.
- D. The Customer shall immediately remove or adequately isolate any potential cross-connections or other potential contamination hazards on his premises.
- E. The Customer shall, at his expense, properly install, test, and maintain any backflow prevention device required by the Water System. Copies of all testing and maintenance records shall be provided to the Water System.

IV. ENFORCEMENT. If the Customer fails to comply with the terms of the Service Agreement, the Water System shall, at its option, either terminate service or properly install, test, and maintain an appropriate backflow prevention device at the service connection. Any expenses associated with the enforcement of this agreement shall be billed to the Customer.

CUSTOMER'S SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

APPENDIX B -- APPLICATION FOR SERVICE  
(Utility Must Attach Blank Copy)