



## Filing Receipt

**Received - 2022-02-04 12:53:26 PM**  
**Control Number - 53075**  
**ItemNumber - 278**

WATER UTILITY TARIFF

FOR

D. S. Knox, Jr. dba Twin Lakes Water Company  
(Utility Name)

6495 Appian Way  
(Business Address)

Fort Worth, Texas 76135  
(City, State, Zip Code)

(817) 478-7020  
(Area Code/Telephone)

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

~~12545~~ None

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

Tarrant

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

none

This tariff is effective in the following subdivisions or systems:

Twin Lakes

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

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TEXAS WATER COMMISSION

9556-S CCN 12545 NOV '92

D.A. APPROVED TARIFF BY AK

SECTION 1.0 - RATE SCHEDULE

Section 1.01 - Rates

<u>Meter Size</u>	<u>Monthly Minimum Charge</u>	<u>Gallage Charge</u>
5/8" or 3/4"	\$ <u>25.00</u> (INCLUDING <u>2000</u> GALLONS)	\$ <u>2.25</u> per 1000 gallons same for all meter sizes

REGULATORY ASSESSMENT . . . . . 1.0%  
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 . . . . . \$ 75.00  
THE TAP FEE IS BASED ON THE AVERAGE OF THE UTILITY'S ACTUAL COST FOR MATERIALS  
AND LABOR FOR STANDARD RESIDENTIAL CONNECTION OF 5/8" or 3/4" 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 . . . . . \$ 50.00  
OR OTHER REASONS LISTED UNDER SECTION 2.0 OF THIS TARIFF

LATE CHARGE . . . . . \$ 2.00 OR 5%  
A ONE TIME PENALTY MAY BE MADE ON DELINQUENT BILLS BUT MAY NOT BE APPLIED  
TO ANY BALANCE TO WHICH THE PENALTY WAS APPLIED IN A PREVIOUS BILLING.

RETURNED CHECK CHARGE . . . . . \$ 0.00

CUSTOMER DEPOSIT (Maximum \$50) . . . . . \$ 0.00

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 TWC APPROVAL STAMP

TEXAS WATER COMMISSION  
9556-S CCN 12345 NOV 1992  
D.A. APPROVED TARIFF BY AK

SECTION 2.0 - SERVICE RULES AND REGULATIONS

Section 2.01 - Texas Water Commission Rules

The utility will have the most current Texas Water Commission Rules, Chapter 291, Water Rates, 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 2.02 - Application for and Provision of 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) and will be signed by the applicant before water service is provided by the utility. A separate application or contract will be made for each service location.

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.

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

The customer will be responsible for furnishing and laying the necessary customer service pipe from the meter location 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.

Section 2.03 - 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 TWC Rules. In the event that the utility refuses to serve an applicant, the utility will inform the applicant in writing of the basis of its refusal. The utility is also required to inform the applicant a complaint may be filed with the Commission.

Section 2.04 - 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 of this tariff. The utility will keep records of the deposit and credit interest in accordance with TWC Rules.

TEXAS WATER COMMISSION

SECTION 2.0 - SERVICE RULES AND REGULATIONS (CONT.)

Section 2.04 - Customer Deposits (cont.)

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 customer who has paid 18 consecutive billings without being delinquent.

Section 2.05 - Meter Requirements, Readings, and Testing

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. One meter is required for each residential, commercial or industrial facility in accordance with the TWC Rules.

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

Meter tests. The utility will, upon the request of a customer, and, if the customer so desires, in his or her presence or in that of his or her authorized representative, make without charge a test of the accuracy of the customer's meter. If the customer asks to observe the test, the test will be made during the utility's normal working hours at a time convenient to the customer. Whenever possible, the test will be made on the customer's premises, but may, at the utility's discretion, be made at the utility's testing facility. If within a period of two years the customer requests a new test, the utility will make the test, but if the meter is found to be within the accuracy standards established by the American Water Works Association, the utility will charge the customer a fee which reflects the cost to test the meter up to a maximum \$25 for a residential customer. Following the completion of any requested test, the utility will promptly advise the customer of the date of removal of the meter, the date of the test, the result of the test, and who made the test.

TEXAS WATER COMMISSION

9556-S CCN 12545 NOV 1992

D.A. APPROVED TARIFF BY AM

SECTION 2.0 - SERVICE RULES AND REGULATIONS (CONT.)

Section 2.06 - 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 work day after the due date.

A late penalty of either \$2.00 or 5.0% 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.

Each bill will provide all information required by the TWC Rules. For each of the systems it operates, the utility will maintain and note on the monthly bill a telephone number (or numbers) which may be reached by a local call by customers. At the utility's option, a toll-free telephone number or the equivalent may be provided.

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 2.07 - Service Disconnection

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 TWC Rules.

TEXAS WATER COMMISSION

9556-S CCN 12345 NOV '92

D.A. APPROVED TARIFF BY AK

SECTION 2.0 - SERVICE RULES AND REGULATIONS (CONT.)

Section 2.07 - Service Disconnection (cont.)

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

Utility personnel must be available to collect payments and to reconnect service on the day of and the day after any disconnection of service unless service was disconnected at the customer's request or due to a hazardous condition.

Section 2.08 - Reconnection of Service

Service will be reconnected within 24 hours after the past due bill and any other outstanding charges are paid or correction of the conditions which caused service to be disconnected.

Section 2.09 - 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.

**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 2.10 - 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 TWC Rules or in the Texas Department of Health's "Rules and Regulations for Public Water Systems."

Section 2.11 - 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

TEXAS WATER COMMISSION

9556-3 CON 12545 NOV '92

D.A. APPROVED TARIFF BY AT

SECTION 2.0 - SERVICE RULES AND REGULATIONS (CONT.)

Section 2.11 - Customer Complaints and Disputes (cont.)

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 Water Commission 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.

SECTION 2.20 - SPECIFIC UTILITY SERVICE RULES AND REGULATIONS

This section contains specific utility service rules in addition to the rules previously listed under Section 2.0. It must be reviewed and approved by the Commission and in compliance with TWC Rules to be effective.

TEXAS WATER COMMISSION

9556-S CON 12045 NOV 1992

D.A. APPROVED TARIFF BY AH



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 customer 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 will bear the full cost of any oversizing 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.

COST UTILITIES SHALL BEAR. Within its certificate 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 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.

Developers may be required to provide contributions in aid of construction in amounts to furnish the system with all facilities necessary to comply with the Texas Department of Health's "Rules and Regulations for Public Water Systems."

TEXAS WATER COMMISSION

9556-S CCN 12345 NOV '92

D.A. APPROVED TARIFF BY *AA*

SECTION 3.20 - SPECIFIC UTILITY EXTENSION POLICY

This section contains the utility's specific extension policy which complies with the requirements already stated under Section 3.01. It must be reviewed and approved by the Commission and in compliance with TWC Rules to be effective.

Residential customers not covered under Section 3.01 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 full 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.

Developers will 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 Department of Health minimum design criteria for facilities used in the production, transmission, pumping, or treatment of water or Texas Water Commission 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.

TEXAS WATER COMMISSION

9556-S CCN 12545 NOV '92

D.A. APPROVED TARIFF BY *AH*

SECTION 4.0 - WATER RATIONING PROGRAM

In cases of extreme drought, periods of abnormally high usage, or extended reduction in ability to supply water due to equipment failure, temporary restrictions may be instituted to limit water usage. The purpose of the Water Rationing Program is to limit the total amount of water demanded from the utility and to encourage customer conservation.

Water rationing is not a legitimate alternative when water systems are deficient in meeting the Texas Department of Health's "Rules and Regulations for Public Water Systems" and the Commission Rules during normal use periods, or when the utility is not making all immediate and necessary efforts to replace or repair malfunctioning equipment.

Section 4.01 - General Provisions

DECLARATION OF WATER RATIONING: When there is an acute water supply shortage to such an extent that normal use patterns will no longer be possible, the utility may implement a water rationing program in the following manner.

NOTICE REQUIREMENTS: Written notice must be provided to each customer prior to implementing the rationing program. Mailed notice must be given 72 hours prior to the start of rationing. If notice is hand delivered, the utility cannot enforce the provisions of the plan for 24 hours after notice is provided.

Notice will be provided by telephone to the Commission prior to implementing the program and will be followed within 10 days with a copy of the utility's rationing notice. The customer's written notice will contain the following information:

1. the date rationing will begin;
2. the date rationing will end;
3. the stage of rationing and explanation of the restrictions to be implemented; and,
4. explanation of penalties for violations.

The utility must file a status report of its rationing program with the Commission every 30 days that rationing continues.

TEXAS WATER COMMISSION

9556-S CEN 12345 NOV '92

D.A. APPROVED TARIFF BY AH

SECTION 4.0 - WATER RATIONING PROGRAM (CONT.)

Section 4.01 - General Provisions (cont.)

VIOLATION OF RATIONING RULES:

1. First violation - the customer will be notified by written notice of their specific violation.
2. Second violation - after written notice the utility may install a flow restricter in the line to limit the amount of water which will pass through the meter in a 24 hour period. The cost to be charged to the customer's account will be the actual installed cost to the utility, not to exceed \$50.00.
3. Subsequent violations - the utility may terminate service at the meter for a period of seven (7) days, or until the end of the calendar month, whichever is LESS. The normal reconnect fee of the utility will apply for restoration of service.

EXEMPTIONS OR VARIANCES FROM RATIONING RULES: The utility may grant any customer an exemption or variance from the uniform rationing program for good cause. A customer who is refused an exemption or variance may appeal such action of the utility by written appeal to the Texas Water Commission. The utility will treat all customers equally concerning exemptions and variances, and shall not discriminate in granting exemptions and variances.

RATES: All existing rates schedules will remain in effect during the rationing period, and no charges may be levied against a customer which are not contained in the approved tariff of the utility as filed with the Commission.

Section 4.02 - Stages of Rationing

Unless there is an immediate extreme reduction in water production, to declare an emergency or severe condition the Utility must initially declare Stage I rationing. If, after a reasonable period of time, demand is not reduced enough to alleviate outages, Stage II may be declared with Stage III to follow if necessary.

STAGE I (MILD RATIONING CONDITIONS): Under Stage I (Mild Rationing Conditions) the Utility may select only one of the alternatives listed below. Usage of water for outdoor purposes such as lawns, gardens, car washing, etc. will be restricted to:

1. Alternate Day Use - Customers with even numbered addresses may use water outdoors on even numbered days and customers with odd numbered addresses may water outdoors on odd numbered days. (When there are no addresses, North and West sides of streets: even days; South and East sides of streets: odd days.)

TEXAS WATER COMMISSION

9556-8 CCN 12543 NOV '92

D.A. APPROVED TARIFF BY PH

SECTION 4.0 - WATER RATIONING PROGRAM (CONT.)

Section 4.02 - Stages of Rationing (cont.)

2. Restricted Hours of Use - Outside watering is allowed daily only during periods described in the customer notices.
3. Every Five Day Use - Customers whose addresses end in 0 and 1 may use water outdoors on the 1st day of the month; 2 and 3--on the 2nd; 4 and 5--3rd; 6 and 7--4th; 8 and 9--5th; 0 and 1--6th.... and so on. The utility must provide a calendar noting the respective watering days and the order should remain consecutive as new months begin.

STAGE II (MODERATE RATIONING CONDITIONS): All outdoor water usage is prohibited except by hand held hoses with manual turn-on/off nozzles. Water usage for livestock is exempt

STAGE III (SEVERE RATIONING CONDITIONS): All outdoor water usage is prohibited; livestock may be exempted by the utility. All consumption may also be limited to each customer in one of the following ways:

1. An average of the customer's winter months' average to be uniformly applied on a systemwide basis, each customer being notified of this average amount;  
OR
2. Based upon technical data of the utility's facilities, a maximum number of gallons per meter (customer) per month, with notice to each customer of this number. Approval of the Commission must be obtained prior to implementing this restriction.

All meters shall be read as often as necessary to insure compliance with this program for the benefit of all the customers.

SECTION 4.20 - SPECIFIC UTILITY WATER RATIONING PROGRAM

This section contains a specific utility water rationing program in addition to the one stated under Section 4.0. It must be reviewed and approved by the Commission and in compliance with the TWC Rules to be effective.

TEXAS WATER COMMISSION

9556-S OCN 12345 NOV '92

D.A. APPROVED TARIFF BY *Att*

Kathleen Hartnett White, *Chairman*  
R. B. "Ralph" Marquez, *Commissioner*  
Larry R. Soward, *Commissioner*  
Glenn Shankle, *Executive Director*



PWS ID # 2200190 CO  
CCN # N0018 CO

## TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

*Protecting Texas by Reducing and Preventing Pollution*

August 23, 2005

Mr. Daniel Dake  
Twin Lakes Water Supply  
6495 Appian Way  
Fort Worth, Texas 76135

Re: Twin Lakes Water Supply; Water Utility Service in Tarrant County; Public Water System  
ID No. 2200190; Registration No. N0018      CN 602813007

Dear Mr. Dake:

This letter is in response to your Exempt Utility Information Form we received on August 10, 2005. You notified TCEQ of a change in ownership for the above referenced exempt utility.

We have updated our records to indicate the new owner's information. I have enclosed with this letter forms and rules to increase your water rates. Also, enclosed is other information that might be helpful in the operation of your utility.

The Regulatory Assessment Fee for 2005 will be due in January 2006. You should receive the regulatory assessment forms for your utility in December, 2005.

The Registration No. for your utility is Registration No. N0018.

If you have any questions, please contact me at 512/239-6932, or if by correspondence, include Mail Code 153 in the letterhead address.

Sincerely,

A handwritten signature in black ink that reads "Karen Blaschke".

Karen Blaschke  
Utilities & Districts Section  
Water Supply Division

KLB/ac

Enclosures

cc: TCEQ Central Records, PWS No.2200190  
TCEQ Central Records, CCN/Registration No. N0018

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** Transmit Conf. Report **
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P. 1

Aug 24 2005 8:01

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## Protecting Texas by Reducing and Preventing Pollution

# FAX TRANSMITTAL

DATE: August 24, 2005

NUMBER OF PAGES (including this cover sheet): 2

TO:       **Name**

**DR. SHAW**

## Organization

FAX Number

(214) 692-0565

FROM: TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

Name

**KAREN BLASCHKE**

#### Division/Region

**WATER SUPPLY DIVISION**

Telephone Number

**(512) 239-6932**

FAX Number

**(512) 239-2214**

NOTES:

## EXEMPT UTILITY INFORMATION FORM



\*RN #

\*CN #

\*If known (See Instructions)

1. Water System Name or Subdivision Lake Water Supply  
TWIN PINES WATER CO.
2. Water System Address (City/State/Zip) 6495 APPALACHIAN WAY
3. Water System Phone Number 817-237-2059 817-903-3411  
Fax Number 817-237-5781
4. Is the applicant the original owner of this system? Yes ☒ No ☐  
If the answer is no? When was the system acquired? 02-2005  
Who was the immediate preceding owner? Dr. Shaw
5. If applicant does not own the system, please provide the following information:  
Who owns the utility assets? \_\_\_\_\_  
Address & Telephone \_\_\_\_\_  
What type of agreement do you have to operate them? \_\_\_\_\_
6. Water Service Connections  
Are your connections Metered YES  
Unmetered NO  
Number of Active Connections 5  
Number of Potential Connections 7
7. Source of water for your system  
Well(s) ☒  
Surface Water ☐  
Purchased ☐  
(Purchased From Whom) \_\_\_\_\_



8. Attach three copies of the TCEQ official CCN map identifying the exact service area with each copy of the application. A copy of the TCEQ official CCN map may be obtained by contacting the Utilities & Districts Section at 512/239-6960 or by mailing a written request to the following address:

Texas Commission on Environmental Quality  
Water Permits & Resource Management Division  
Utilities & Districts Section  
MC-153  
P.O. Box 13087  
Austin, TX 78711-3087

**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.

*Don W. Dale*

8-11-05

Signature of person completing this form

Date

Fax: 512-239-0030 Aug 1 2005 8:37 P.07

TCEQ

N00/8

## EXEMPT UTILITY WATER TARIFF FORM

Effective Date

Twin Lakes Water Supply  
(Water System Name)

903 3411  
817 287-2059  
(Phone Number)

6495 APPIAN WAY  
(Utility Address)

FORT WORTH TEXAS  
(City, State)

76135  
(Zip Code)

## RATE SCHEDULE

## Monthly Minimum Charge

## Gallage Charge

Residential

\$ 33.00 (INCLUDING 2 GALLONS)

\$ 4.00  
per 1000 gallons

Commercial

\$ N.A. (INCLUDING \_\_\_\_\_ GALLONS)

\$ N.A.  
per 1000 gallons

## TAP FEE

\$ 350.00

## OTHER EXTENSION FEES

## REGULATORY ASSESSMENT

A REGULATORY ASSESSMENT, EQUAL TO ONE PERCENT OF THE CHARGE FOR RETAIL WATER SERVICE ONLY, SHALL BE COLLECTED FROM EACH RETAIL CUSTOMER 1.0%

## 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)
- b) Customer's request
- Other Reasons (specify) Theft of services

\$ 25.00  
\$ 25.00  
\$ 25.00  
\$ 5.00

## LATE CHARGE

For bills not received by due date. (Not to exceed \$5.00 or 10%)

\$ 25.00

## RETURNED CHECK CHARGE

\$ 50.00

## CUSTOMER DEPOSIT

\$ 25.00

## METER TEST FEE (Not to exceed \$25)

The attached Service Rules are part of this tariff.

(Utility Name) \_\_\_\_\_

Effective Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**CUSTOMER NOTICE: THIS UTILITY SERVICE PROVIDER IS EXEMPT FROM MANY OF THE REQUIREMENTS OF TEXAS COMMISSION ON ENVIRONMENTAL QUALITY (TCEQ) 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 Executive Director 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.

#### 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 \$ 25. 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 first (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.

P.09

Aug 1 2005 8:37

Fax: 512-239-0030

1001

(Utility Name)

Effective Date \_\_\_\_/\_\_\_\_/\_\_\_\_

(Billing Continued)

**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 at least the following: 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 number of gallons consumed.

**Disputed Bills** - In the event of a dispute between a customer and a exempt utility regarding any bill for utility service, the utility will conduct an investigation and report the results to the customer. Service will not be terminated during the time of the investigation if any undisputed amounts are paid.

Service Disconnection

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

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 26 days from the date of issuance of 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 without notice if an imminent hazard to the utility system exists.

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 permanently disconnect service to an existing customer only if authorized to in writing by the executive director of the TCEQ or his designated representative 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 all reasonable efforts to prevent interruptions of service. 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 reasonable consumer uses unless otherwise stated on 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.)

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## WATER SERVICE APPLICATION/AGREEMENT

Date      /      /     

Twin Lakes Water CO 817 237 2059  
 Exempt Utility Name Telephone

11617 Little Leaf Court West  
 Business Address: Street/Box

Ft Worth TX 76135  
 City, State and Zip

## APPLICATION FOR WATER SERVICE

Name of Applicant/Customer:

DANIEL DAKO

Service Location:

6495 APPIAN WAY

Billing Address:

11617 Little Leaf Ct West

City, State, Zip:

Ft Worth TX 76135

Check Applicable Items:

☐ Residential  
☐ Commercial

☒ Owner  
☐ Tenant

The Exempt Utility agrees to sell and deliver water to the Applicant and the Applicant agrees to purchase and receive water from the Utility in accordance with the rules and regulations required by the Texas Commission on Environmental Quality which are included in its Exempt Utility Tariff and any other rules or requirements contained in this agreement.

Water will ☒ / will not ☐ be disinfected. Water will ☒ / will not ☐ be measured by meters which are furnished, installed, owned and maintained by the Utility. The meter and/or connection is for the sole use of the Applicant/Customer to serve water to one dwelling, business or property. The Applicant/Customer shall not share, resell, or submeter water to any other dwelling, business, property, etc., without the specific written authorization of the Utility and in compliance with applicable laws and regulations.

The Utility has the right to locate a water service meter/connection and the pipe necessary to connect the meter to the utility's water main on the property of the Applicant at a point mutually agreeable to both the Utility and the Applicant. The Applicant/Customer will allow the Utility access at all reasonable times to its property and equipment located upon Applicant/Customer's premises for the limited purposes of reading the water meter, repairing or replacing existing facilities and the inspection of the Applicant/Customer's facilities to check for illegal connections or unsafe plumbing practices or cross-connections, in compliance with the requirements of the Texas Commission on Environmental Quality's "Rules and Regulations for Public Water Systems."

The Applicant will install, at his own expense, a service line from the water meter/connection to the Applicant's point of use which includes or does not include a cutoff valve on the Applicant's side of the water meter/connection. The Applicant/Customer will be responsible for maintenance and repair of the Applicant/Customer's service line. The Applicant/Customer shall hold the Utility harmless from any and all claims or demands for damage to real or personal property occurring from the point the Applicant/Customer ties on the water meter/connection to the final destination of the line installed by Applicant/Customer.

The Applicant agrees to grant to the Utility an easement/right-of-way for the purpose of installing, maintaining and operating such pipe lines, meters, valves, and any other equipment which may be deemed necessary for the provision of Utility service to that Applicant/Customer. The Utility will attempt to restore the Applicant/Customer's property to its original condition after installation or repairs. This easement may be in such form as is required by the Utility. The Applicant/Customer agrees not to interfere with the Utility's employees in the discharge of their duties. The Applicant/Customer will not permit anyone except the Utility's employees to tamper with or interfere with any of the utility's equipment installed on the Applicant/Customer's premises.

#### Non-standard Service

Will the Applicant's use of water place unique, non-standard service demands upon the system or require any special facilities?

☒ No ☐ Yes If yes, please describe.

#### OTHER AGREEMENTS OR REQUIREMENTS FOR SERVICE

The service applicant has been provided a copy of the utility's Exempt Utility Tariff and agrees to pay the rates in the tariff and abide by the requirements in this service agreement. This utility is exempted from most of the requirements for water utilities of the Texas Commission on Environmental Quality as long as service is provided in accordance with the Exempt Utility Tariff. The Commission will not review rate changes by the utility unless it receives written protests from at least 30% of the customers within 90 days after the effective date of a rate change.

[Signature]  
Applicant/Customer's Signature

Date 8/11/05

\$ 0 Tap Fee Collected

\$ 0 Deposit Collected

Service will be connected at the service location on or about \_\_\_\_\_, 20\_\_\_\_.

[Signature]  
Utility Representative

Date 8/11/05

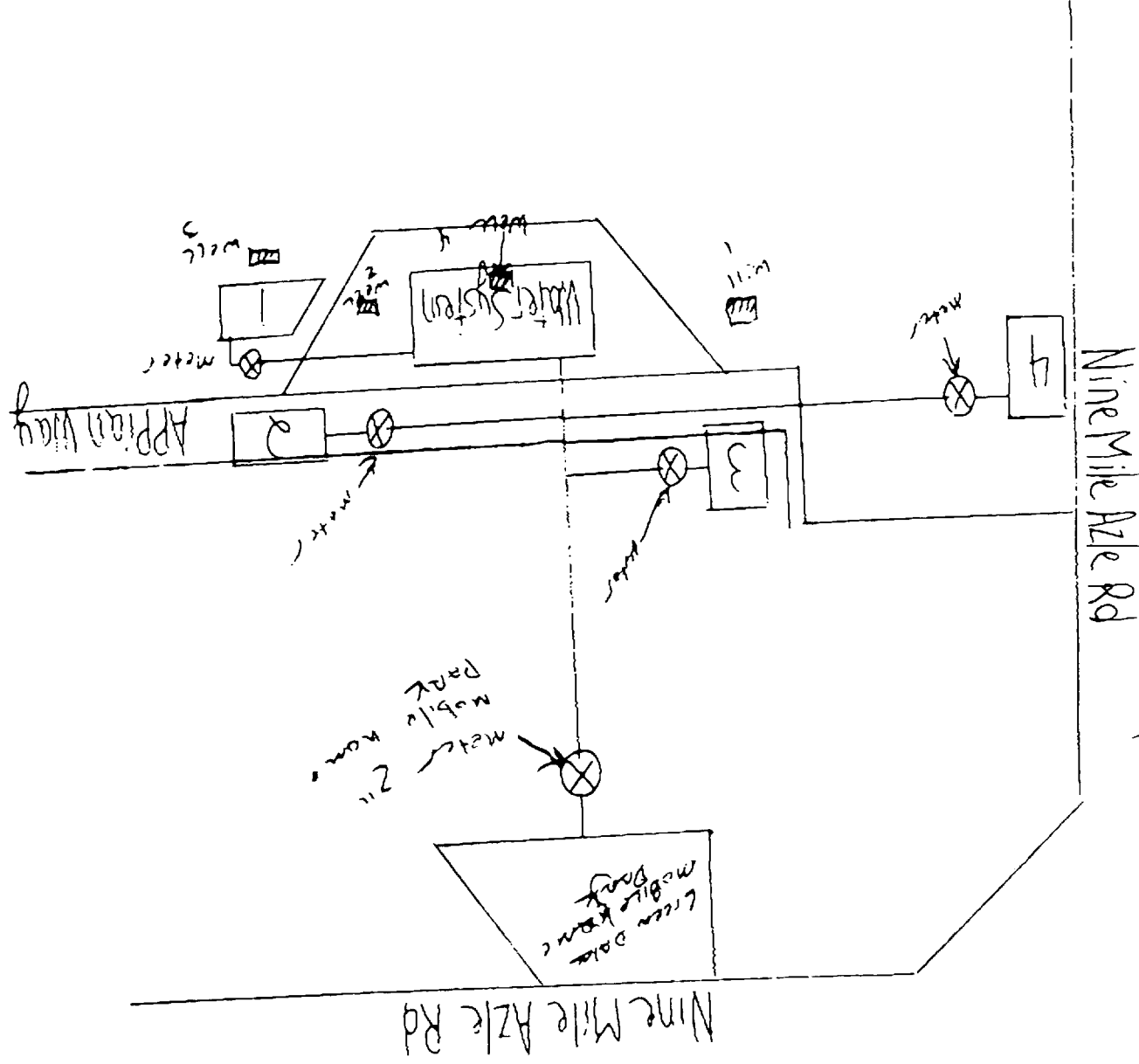
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Aug 1 2005 8:39

Fax: 512-239-0030

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# TWIN LAKES WATER SYSTEM MAPS AND EXHIBITS PIPE & METER ROUTING



1. 6465 Appian Way
2. 6460 Appian Way
3. 6870 Appian Way
4. 6760 Appian Way
5. 6916 Nine Mile Rd



## APPLICATION FOR EXEMPT UTILITY REGISTRATION

TCEQ Fax: 612-239-0030 Aug 1 2005 0:37 P.02



## EXEMPT UTILITY INFORMATION FORM

\* Registry Number (RN) and Customer Number (CN). The TCEQ has begun systematically removing requests for basic information from registration, permitting and licensing forms - one program at a time. Instead, we are requesting this information on a Core Data Form. As data is transferred into the Central Registry, the registry will automatically assign a unique number to each customer and regulated entity. You will be given identification numbers which can then be used when updating information, completing other agency forms, or otherwise contacting the agency. Numbers issued by the Central Registry do not replace current permit, license, or registration numbers. Each utility will have a RN number. Each CCN holder or exempt utility will have a CN number. If you do not already have a RN and/or CN number, please fill out TCEQ-10400 and a number will be assigned. This form is available at

<http://www.tcrcc.state.tx.us/cgi-bin/ex-co/forms.pl>

If your water system meets certain requirements, summarized below, you may be exempt from the requirements to possess a certificate of convenience and necessity (CCN). A CCN is a specific service area in which you are obligated to serve. If you are exempt you can operate with very little regulatory oversight provided your customers are generally satisfied with your rates and level of service. You will be limited in number of potential connections you serve. And, you will not be protected from competition from other water service providers. But, you will not be required to serve everyone who asks you for service. There is no filing fee but we need some basic information from you so that we will be able to keep you informed of any changes to the requirements relating to your exemption. Because this exemption is granted by Commission rule rather than State Law, it is subject to change. It is therefore very important that we have your current mailing address and that you notify us of any changes. Because your exemption could cease if another utility requests permission to serve in your area, we also need to know your physical location so that we can inform you of other utilities who want to serve near you. Please complete the information form and provide a map. Your exemption will remain in effect as long as you continue to meet all of the requirements listed below unless the current law or Commission Rules are changed.

### MINIMUM REQUIREMENTS FOR EXEMPTION

1. The water system has less than 15 potential service connections.
2. The water system is not owned by or affiliated with another provider of potable water service.
3. The water system is not within the certificated area of another water service provider.
4. The water system is not within the corporate boundaries of a district or municipality.
5. You do not change rates more than twice per year and with each rate change you provide each customer with a notice of rate change which informs the customer of the effective date of the rate change, the old rates, the new rates and notice that written protests can be sent to the Commission's address which is included on the notice.
6. You provide your current customers if they request it and any future customers with a copy of your tariff which must include the CUSTOMER NOTICE and service rules as written on the attached model tariff and provide service in compliance with these customer service rules.

Aug 1 2005 2:37 P.03

Fax: 512-239-0030

TCEQ

Attach three copies of the TCEQ official CCN map identifying the exact service area with each copy of the application. A copy of the TCEQ official CCN map may be obtained by contacting the Utilites & Districts Section at 512/239-6960 or by mailing a written request to the following address:

Texas Commission on Environmental Quality  
Water Permits & Resource Management Division  
Utilites & Districts Section  
MC-153  
P.O. Box 13087  
Austin, TX 78711-3087

(All maps should include applicant's name, address, telephone number and date of drawing or revision. All maps should be folded to 8½ x 11 inches).

PLEASE COMPLETE, SIGN AND RETURN THREE COPIES OF THE INFORMATION FORM,  
REQUESTED MAPS AND THREE COPIES OF YOUR TARIFF.

The completed application and copies should be sent to:

Texas Commission on Environmental Quality  
Registration, Review & Reporting Division  
Permits Administrative Review Section  
Water Quality Applications Team  
MC-156  
P. O. Box 13087  
Austin, TX 78711-3087

## TARIFF

A Tariff Form is attached for your use. A tariff is simply a listing of the rates and service rules under which water service is provided. All service policies that you are required to follow to maintain your exempt status are included. You should also add any other policies necessary to clarify the conditions under which service is provided. A thorough set of service policies can prevent misunderstandings between you and your customers later.

Every tariff page should include the name of your system, the effective date of that page and the page number. Blanks can be filled in and additional rules hand written.

### RATE PAGE -

This page should list of all of the rates and fees for services rendered. Rates can only be changed by providing notice to your customers in accordance with your tariff. Rates should be non-discriminatory between similarly situated customers. Customer deposits are typically no higher than two average monthly billings. The fee for reconnecting service to a customer who has been disconnected for nonpayment, in addition to the amount owed for service, should not exceed \$25.00 unless the cost of disconnection and reconnection actually exceeds \$25.00. A one-time charge, if any, for payments received after the due date should not exceed the higher of \$5.00 or 10% of the bill.

You must always keep a copy of at least the rate schedule which was effective prior to the most current rate schedule in case questions arise later. Extra blank copies are provided in your registration packet for you to use with future rate changes.

### SERVICE RULES

The minimum service rules which the Commission requires exempt utilities to follow in order to maintain an exemption from the requirements of possessing a CCN have already been included in the attached model tariff and may not be changed. You may include any additional rules you think are applicable as long as they are not in conflict with these minimum rules. It is your responsibility to ensure that your operations are at all times consistent with these minimum rules in order to maintain your exempt status.

### SERVICE AGREEMENTS

We highly recommend that you use a service agreement with your customers. A service agreement will ensure that there are no misunderstandings between you and your customers. A model agreement is provided as an example.