



## Filing Receipt

**Received - 2022-02-04 04:27:06 PM**

**Control Number - 53075**

**ItemNumber - 319**

W-99-4  
ccn#10896

Any customer dissatisfied with the utility's resolution of a complaint may file a complaint with: The Public Utility Commission of Texas, 7800 Shoal Creek Blvd., Suite 450N, Austin, Texas 78705 27 PM 2-16

The operation of a water system including service standards and billing practices must comply with the Commission's Substantive Rules, a copy of which may be secured for a nominal printing cost.

UTILITY EMPLOYEES SHALL LEND ASSISTANCE TO ANYONE INQUIRING OR SEEKING INFORMATION AND AFFORD TO THEM AN OPPORTUNITY TO EXAMINE THIS TARIFF.

WATER UTILITY TARIFF

for

Egan Service Corporation (Utility Name)      3857 S. W. Loop 820  
PO Box 11416 (Business Address)

Fort Worth (City)      Texas (State)      76110 (Zip)      (817) 292-4441 (Area Code) Phone

The above utility operates a water system in the following counties: Johnson

and the following cities, unincorporated towns and subdivisions (if any): \_\_\_\_\_

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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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The Appendix contains a sample of each service agreement form used by the above utility and a condensation of Substantive Rules of the Commission.

SECTION A RATE SCHEDULE

Minimum Rate (Includes water usage up to first 3,000 gallons)	\$16.00 per month	I
All usage in excess of 3,000 gallons	\$ 2.00 per thousand gallons	I
Reconnect Fee	\$50.00	NC
Tap Fee	\$400.00	R
Returned Check Service Charge	\$5.00	NC

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"Rates" include ALL charges, such as tap fee, reconnect fee, disconnect fee, returned check charge, etc., in addition to charges for monthly service.

To revise a tariff on file with the Commission, use the proper initial in the right-hand column, as follows:

*NC--No Change; I--Regulation Change; D--Discontinued; I--Increase; N--New; R--Rate Reduction; T--Change in text, but no change in rate or regulation*

Mail the tariff to the Commission for approval. List the Revision Number 4. The Commission will review it, stamp and return it, or request additional information if needed.

SECTION B SERVICE RULES AND REGULATIONS

See Attached

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Section 5

Service Rules and Regulations

5.01 New Taps and Services

A. Corporation Water Main in Place on User Property

After proper application made by owner and receipt by the Corporation of applicable ownership and tap fees, the Corporation shall effect the installation of a standard meter box and 3/4" water meter at a mutually agreeable point not more than five feet in distance from the existing water main. In the event the Corporation water main does not have sufficient capacity to serve the new applicant with water service without reducing service to existing users below regulatory standards, the applicant shall in addition to paying the regular tap fee, pay for such additional facilities and may be required to provide the service and any facilities so provided shall be the property of the Corporation.

B. Corporation Water Main Not on User Property

In the event an applicant desires water service on a property which does not currently have Corporation water mains in place the applicant, in addition to paying the appropriate tap fee, shall pay for additional facilities as may be required to provide the service and any facilities so provided shall be the property of the Corporation.

In those instances where water main has been located in the Public Right-of-way adjacent to the applicants property due to the applicants previous refusal to grant easement to the Corporation for the purpose of installing the water main and appurtenances, the applicant, prior to receiving the requested service, shall grant easement to the Corporation and shall pay to the Corporation, in addition to the standard tap fee, such sums as are necessary for the removal of the water main from the Public Right-of-way to the applicant's property.

C. Application Requiring Professional Services of Engineer

If the services of a registered professional engineer, are required as a result of an application for service received by the Corporation, the engineer will be selected by the Corporation and applicant for service will bear all expenses incurred from these services.

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B. Payment of Due Amounts

Every applicant who previously has been a customer of the Corporation and whose service has been discontinued for nonpayment of bills shall be required before service is rendered to pay all amounts due the Corporation.

C. Requests for Non Standard Service

If an applicant requires other than the standard service and meter provided by the Corporation, such applicant will be required to pay all expenses incurred by the Corporation in excess of the expense that would be incurred in providing the standard service and meter.

D. Refusal of Service

A. Compliance by Applicant

The Corporation may decline to serve an applicant until such applicant has complied with the state and municipal regulations and approved rules and regulations of the Corporation on file with Commission governing the service applied for or for the following reasons:

- (1) Applicant's facilities inadequate: If the applicant's installation or equipment is known to be hazardous or of such character that satisfactory service cannot be given: or
- (2) For indebtedness: If the applicant is indebted to any utility for the same kind of service as that applied for.

B. Applicant's Resourse

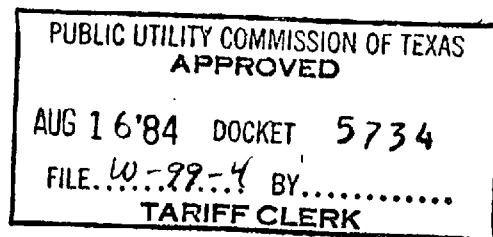
In the event that the Corporation shall refuse to serve an applicant under the provisions of these rules, the Corporation must inform the applicant of the basis of its refusal and that the applicant may file a complaint with the Commission thereon.

C. Insufficient Grounds for Refusal to Serve

The following shall not constitute sufficient cause for refusal of service to a present customer or applicant:

- (1) Delinquency in payment for service by a previous occupant of the premises to be served.

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- (2) Failure to pay for merchandise, or charges for nonutility service purchased from the Corporation.
- (3) Failure to pay a bill to correct previous underbilling due to misapplication of rates more than six months prior to the date of application:
- (4) Violation of the Corporation's rules pertaining to operation of nonstandard equipment or unauthorized attachments which interferes with the service of others unless the customer has first been notified and been afforded reasonable opportunity to comply with said rules.
- (5) Failure to pay a bill of another customer as guarantor thereof, unless the guarantee was made in writing to the Corporation as a condition precedent to service.
- (6) Failure to pay the bill of another customer at the same address except where the change of customer identity is made to avoid or evade payment of a utility bill.

5.02 Billings

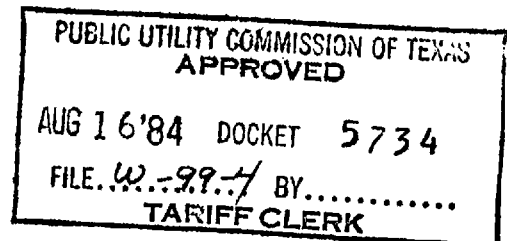
Bills for water service shall be rendered monthly unless otherwise authorized by the Commission or unless service is rendered for a period of less than a month. Payment of bill is due fifteen (15) days after issuance of the bill. A user's water service may be disconnected if the bill has not been paid within twenty (20) days from the date of issuance and if proper notice has been given. Proper notice shall consist of a mailing or hand delivery at least five (5) days prior to a stated date of disconnection. Bills shall be paid by mailing a check or money order to the address noted on the bill on a date that will insure receipt thru normal mail, of the payment by the utility on or before the due date.

5.03 Disputed Bills

In the event of a dispute between the customer and the utility regarding any bill, the Corporation shall forthwith make such investigation as shall be required by the particular case, and report the results thereof to the customer.

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5.04 Meter Readings

Meters will be read 2-4 days prior to end of month. If meter cannot be read due to conditions beyond our control the bill will be estimated, and the word estimated will appear on the bill.

5.05 Meter Tests on Request of Customer

The Corporation shall, upon the request of a customer, and, if he so desires, in his presence or in that of his authorized representative, make without charge a test of the accuracy of the customer's meter. The test shall be made during the Corporation's normal working hours at a time convenient to the customer if he desires to observe the test. The test shall be made preferably on the customer's premises, but may, at the Corporation's discretion, be made at the Corporation's test laboratory. If the meter has been tested by the Corporation, or by an authorized agency, at the customer's request, and within a period of four years the customer requests a new test, the Corporation shall make the test, but if the meter is found to be within the accuracy standards established by the American Water Works Association, the Corporation may charge the customer a fee which reflects the cost to test the meter, but this charge shall in no event be more than fifteen dollars (\$15.00) for a residential customer. Following the completion of any requested test, the Corporation shall 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.

5.06 Bill Adjustment Due to Meter Error

If any meter is found to be outside of the accuracy standards established by the American Water Works Association, proper correction shall be made of previous readings for the period of six months immediately preceding the removal of such meter from service for test, or from the time the meter was in service since last tested, but not exceeding six months, as the meter shall have been shown to be in error by such test, and adjusted bills shall be rendered. No refund is required from the Corporation except to the customer last served by the meter prior to the testing. If a meter is found not to register for any period, unless bypassed or tampered with, the Corporation shall make a charge for units used, but not metered, for a period not to exceed three months based on amounts used under similar conditions during periods preceding or subsequent thereto, or during corresponding periods in previous years.

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5.07 Discontinuance of Service

- A. The due date of the bill for utility service shall not be less than fifteen (15) days after issuance. A bill for utility service is delinquent if unpaid by the due date.
- B. A one-time penalty not to exceed five percent (5%) may be made on delinquent commercial or industrial bills: however, no such penalty shall apply to residential bills under this rule.
- C. A customer's utility service may be disconnected if the bill has not been paid or a deferred payment agreement entered into within twenty (20) days from the date of issuance and if proper notice has been given. Proper notice shall consist of a mailing or hand delivery at least five days prior to a stated date of disconnection.
- D. Utility service may be disconnected for any of the following reasons:
- (1) Failure to pay a delinquent account or failure to comply with the terms of a deferred payment agreement:
  - (2) Violation of the Corporation's rules pertaining to the use of service in a manner which interferes with the service of others or the operation of nonstandard equipment, if a reasonable attempt has been made to notify the customer and the customer is provided with a reasonable opportunity to remedy the situation:
  - (3) Without notice where a known dangerous condition exists for as long as the condition exists: and,
  - (4) Tampering with the Corporation's meter or equipment or bypassing the same.
- E. Utility service may not be disconnected for any of the following reasons:
- (1) Delinquency in payment for service by the previous occupant of the premises:
  - (2) Failure to pay for merchandise, or charges of nonutility service provided by the utility:

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- (3) Failure to pay for a different type or class of utility service unless fee for such service is included on the same bill:
  - (4) Failure to pay the account of another customer as guarantor thereof, unless the Corporation has in writing the guarantee as a condition precedent to service:
  - (5) Failure to pay charges arising from an under-billing occurring due to any misapplication of rates more than six months prior to the current billings:
  - (6) Failure to pay charges arising from an under-billing due to any faulty metering, unless the meter has been tampered with or unless such under-billing charges are due under Commission Rule 052.02.04.047 (e): and
  - (7) Failure to pay an estimated bill other than a bill rendered pursuant to an approved meter reading plan, unless the corporation is unable to read the meter due to circumstances beyond its control.
- F. Unless a dangerous condition exists, or unless the customer requests disconnection, service shall not be disconnected on a day, or on a day immediately preceding a day, when personnel of the Corporation are not available to the public for the purpose of making collections and reconnecting service.
- G. The Corporation may not abandon a customer or a certified service area without written notice to its customers therein and all similar neighboring utilities, and approval from the Commission.

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SECTION C EXTENSION POLICY

No contribution in aid of construction may be required of any customer except as provided for in the following extension policy, which must be a consistent, non-discriminatory policy which is subject to the approval of the Commission.

It is the policy of the Corporation that all extensions or improvements to facilities required as a result of an application or applications shall be paid for in full by the applicant or applicants for such service. Payment received by the Corporation from such extension or improvement shall be in addition to the standard ownership and tap fee requirements.

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APPENDIX: CONDENSED SUBSTANTIVE SERVICE RULES

*The following paragraphs are condensations of the Substantive Rules of the Public Utility Commission. Every water utility must comply with the Substantive Rules in their entirety and copies of the complete rules for reliance thereon are available for a nominal printing cost of \$3.00 plus 15¢ tax. (\$3.15)*

**BILLING:** Bills shall be rendered monthly (unless the Commission has specifically authorized otherwise) and shall show sufficient information to enable a customer to readily compute his own bill with a rate schedule (which must be furnished upon request). Among the items required to be shown on each bill are: amount of water used, applicable rate schedule title or code, total amount due, and date by which the bill must be paid (not less than 15 days after issuance). A penalty cannot be added to a delinquent residential customer bill.

**SERVICE REFUSAL:** If state and local regulations have been met, a service request can be refused only if: applicant has refused to make a deposit (if required), has an existing water utility debt which is not in dispute, or, an installation would be hazardous or unsuccessful. A debt or delinquency of a previous occupant cannot be used against an applicant for service or a customer.

**SERVICE DISCONTINUANCE:** A customer may be disconnected, after at least a 7 day personal notice in writing, only for the following: a bill unpaid more than 15 days after issuance unless a deferred payment agreement is signed; a willful violation of a utility usage rule which interferes with the service of others; failure to comply with deposit or guarantee arrangements; failure to comply with terms of a deferred payment agreement; and, bypassing or tampering with a utility meter. No one may be disconnected for failure to pay for non-utility merchandise or service provided by a utility. A service may be disconnected without notice only for the duration of a known dangerous condition. Complete records of any service interruptions must be kept by the utility.

The day of a disconnection and the following day must be days when personnel of the utility are available to the public for making collections and reconnections, unless the date of disconnection is at customer request. A utility may not abandon a customer of a certificated service area without the approval of the Public Utility Commission. Problems resulting from estimated billing or underbilling due to faulty metering or misapplication of rates are addressed in the Substantive Rules of the Commission.

**METERS:** Unless the Commission has specifically authorized otherwise, each utility shall provide, install, own and maintain meters to measure amounts of water consumed by its customers. Upon request a customer may have his meter tested without charge in his presence at a convenient time (during normal working hours). A charge not to exceed \$15.00 may be assessed for an additional requested test within four years of the first test if any such additional test shows the meter to be accurate. Records of all meters and tests must be properly kept by the utility, and no meter may be placed in service until its accuracy has been established.

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*This condensation was revised 8-28-80 and does not incorporate changes of Substantive Rules made after*

APPENDIX: CONDENSED SUBSTANTIVE SERVICE RULES (Continued)

APPLICANT DEPOSIT: Permanent residential applicants shall not be required to make a deposit if they can demonstrate a satisfactory credit rating, furnish a satisfactory guarantee, show substantial equity ownership, had been a water utility customer for one of the two previous years with but one delinquency and no disconnections for unpaid bills, or, are 65 years or older with no unpaid bill from any water utility.

A deposit may be required of temporary, weekend or seasonal residential customers if deposit policy is applied in a uniform and nondiscriminatory manner. A commercial customer may be required to pay a deposit if credit is not satisfactorily established. If disconnected for an unpaid bill, to be reconnected an applicant must pay all amounts due or execute a deferred payment agreement and establish credit.

The utility must keep a record of each desposit, issue a receipt for it, and pay at least 6% annual interest thereon. The amount of a deposit may not exceed 1/6 of an estimated annual bill for that customer. Refund of a deposit plus accrued interest shall promptly and automatically be made to residential customers who have paid service bills for 12 consecutive months without having service disconnected for nonpayment of a bill and without having more than two occasions in which a bill was delinquent and when the customer is not delinquent in the payment of current bills, and to commercial and industrial customers who have paid bills for service for 24 consecutive months without having service disconnected for nonpayment of a bill and without having more than two occasions in which a bill was delinquent and when the customer is not delinquent in the payment of the current bills. Failure of either a residential, commercial or industrial customer to meet these refund criteria permits the utility to retain the deposit and any interest which may have accrued.

*The above paragraphs are shortened versions of Substantive Rules 052.02.04.041 - 052.02.04.048 and 052.02.05.053. This condensation was revised 8-28-80 and does not incorporate changes of Substantive Rules made after that date.*

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EGAN SERVICE CORPORATION

WATER SERVICE APPLICATION

NAME \_\_\_\_\_  
MAILING ADDRESS \_\_\_\_\_  
PREVIOUS ADDRESS \_\_\_\_\_  
OCCUPATION \_\_\_\_\_  
EMPLOYER \_\_\_\_\_  
LOCATION TO BE SERVED \_\_\_\_\_  
SIZE OF TRACT \_\_\_\_\_  
NUMBER IN FAMILY \_\_\_\_\_  
NUMBER OF ANIMALS \_\_\_\_\_  
PREVIOUS WATER SUPPLY \_\_\_\_\_

\_\_\_\_\_  
SIGNATURE OF APPLICANT

\_\_\_\_\_  
DATE

\_\_\_\_\_  
PHONE

3857 SOUTHWEST LOOP, FORT WORTH, TEXAS 76133

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EGAN SERVICE CORPORATION

Water Service Contract  
Terms and Conditions

1. Water furnished hereunder is for the sole use of customer and the selling, furnishing or permitting the use of water to third parties is expressly prohibited.
2. Statements for water service furnished and tapping fee charges will be paid within 15 days after same are deposited in the U. S. Mail.
3. All lines up to and including the meter and meter box are and remain the property of the Company regardless of the location thereof.
4. This contract and rights hereunder are not transferable without the consent of the Company in writing.

Upon breach of any of the above terms or conditions, Company may at its election disconnect water service and remove meter 7 days after mailing notice, and the failure to do so will not in any way constitute a waiver of Company's rights hereunder.

In consideration of the installation of the above water service by the WATER COMPANY the customer hereby agrees to the terms and conditions of service provided on this contract.

Lot Number \_\_\_\_\_

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\_\_\_\_\_  
Customer

\_\_\_\_\_  
Mailing Address

Accepted

EGAN SERVICE CORPORATION

By \_\_\_\_\_

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Bills payable at 3857 Southwest Loop, Fort Worth, Texas 76133