



## Filing Receipt

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**Control Number - 53075**

**ItemNumber - 353**

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 78757.

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

T&M Water Utilities (Utility Name) P.O. Box 160 (Business Address)

Granbury (City) Texas (State) 76048 (Zip) 817 573-2737 (Area Code) Phone

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

and the following cities, unincorporated towns and subdivisions (if any): Shady Grove

TABLE OF CONTENTS

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

Table with 3 columns: Section, Page, and FILMED. Rows include: A Rate Schedule (2), B Service Rules and Regulations (3), C Extension Policy (15).

PUBLIC UTILITY COMMISSION OF TEXAS APPROVED NOV 16 '84 DOCKET FILE W-147-4 BY... 16 TARIFF CLERK

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

1. Water Rate. The monthly charge for water service which includes the first 2,000 gallons is as follows:

5/8" and 3/4" meter - \$ 19.50 per month;

This rate is charged after meter installation and there is a charge of \$1.9.0 per 1,000 gallons for any excess gallonage over 2,000 gallons used in any month. This rate is charged after meter installation. Any excess gallonage of 500 gallons or more shall be rounded to the next 1,000 gallons.

2. Tap Fee. A tap fee in the amount of the actual cost of such tap and not to exceed \$200.00 will be charged for initial 5/8" - 3/4" meter service. This tap fee includes the meter and installation of same.

3. Transfer of Reconnect Fee. If a customer is disconnected by the company, either at the customer's request or otherwise, a fee of \$30.00 will be charged as a reconnect charge before such customer is allowed to reconnect service.

4. Return Check Fee. A fee of \$10.00 will be charged for each check that is returned to the company indicating that it has not been paid for any reason including, but not limited to, insufficient funds.

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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.

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*M-By Change; R-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 \_\_\_\_\_. The Commission will review it, stamp and return it, or request additional information if needed.

SECTION B SERVICE RULES AND REGULATIONS

1. Application for Service. All applications for service will be made on the Utility's standard application or contract form and will be signed by the applicant before water service is supplied by the Utility. A separate application or contract will be made for each service at each separate location. In the event the subject location does not have lines abutting said location, the applicant's application may be rejected unless satisfactory arrangements have been made to extend such lines with the approval of the Utility. Tap charges must be paid prior to approval and installation of service.

2. New Taps and Services. The Utility must obtain acceptable evidence from all regulatory agencies that such tap and service will not violate any existing rules and regulations of such agencies regarding capacity of the plant and standards regarding processing and purification of water, prior to installation

(A) Water Main in Place Abutting User's Property. After proper application is made by an applicant and receipt of the tap fees by the Utility, the Utility will install the tap, meter and meter box.

3. Application Requiring Professional Service of Engineer. If the services of a registered professional engineer are required as a result of an application for service received by the Utility, the engineer will be selected by the Utility and the applicant for service will bear all expenses incurred for these services.

4. Request For Non-Standard Service. If an applicant requires other than the standard service provided by the Utility, such applicant will be required to pay all expenses incurred by the Utility to provide such non-standard service.

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SECTION B SERVICE RULES AND REGULATIONS

5. Water Installation. After the customer has met all the requirements, conditions and regulations herein set forth, and has paid the standard tap fee as from the property to the water meter. The Company will provide and install the tap and meter.

6. Provisions For Easements. In case the customer is not the owner of the lot or of any intervening property between the customer's or applicant's premises and the utility lines, the customer will obtain from the other property owner or owners the necessary consents and easements to install and maintain such piping and other equipment as is customary and necessary for supplying such service to the applicant.

7. Standard Service. The standard service will have one connection for each residential unit on each lot otherwise, such service shall be considered non-standard service.

8. Water services connected prior to the 15th day of a calendar month will be billed for a full period of service. Services connected after the 15th day of a calendar month will be billed for half-rates so long as half the minimum gallonage is not exceeded.

The Utility reserves the right to defer charges for availability until the bill period where usage is indicated.

10. If because of geologic reasons it is necessary to cut a paved street in order to facilitate a service connection and maintain standards required by governmental agencies, a charge equal to the actual cost of permit or permits will be passed to the customer over and above regular services connection charges.

11. Meter found inoperative will be repaired or replaced at that time. Bills under this situation will be rendered on the basis of a similar period during the previous year or corresponding time period.

12. The due date of the bill for water services is ~~fifteen~~ <sup>sixteen</sup> (16) days after issuance. A bill is delinquent if unpaid by the due date. The postmark, if any, on the envelope of the bill or an issuance date on the bill, if there is not postmark on the envelope, shall constitute proof of the date of issuance. If the due date falls on a holiday or weekend, the next due date for payment purposes shall be

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SECTION B SERVICE RULES AND REGULATIONS

the next day after the due date. A customer's water may be disconnected by the company if the bill is not paid or deferred payment agreement is not entered into within twenty-~~two~~ <sup>six</sup> (26) days after the date of issuance and notice of the proposed disconnection has been given.

Notice of disconnection shall consist of separate mailing or hand delivery at least ~~seven~~ <sup>TEN</sup> days prior to the stated date of disconnection. If mailed, the cut-off date may not fall on a holiday or week end but shall fall on the next work day after the ~~seventh~~ <sup>TENTH</sup> day.

13. The Utility reserves the right to stagger billing periods between service areas if the work load requires such practice. Billing periods after being changed will remain changed to that different billing period unless otherwise determined by the company. Bills will be prorated by days during the first month of charge.

14. The above rates apply to any business venture for profit. In the event a larger service connection is required to meet the demands of the business, a cost of materials will be applied to service connection charges. No mains will be replaced or enlarged at the Utility's expense to facilitate a commercial connection. If such a venture would be required, the extension policy applies as outlined in Section C herein.

15. It is the policy of the company to refund deposits including any earned interest on deposits according to the rules of the Public Utility Commission of Texas.

16. In accordance with the policy of the Texas Department of Health, the company reserves the right to prescribe plumbing practices acceptable to the trade prior to the installation of meters in order to comply with the requirements of the Department on cross-connections or inter-connections of water supplies and other measures to protect the quality and sanitary condition of the company's portable water supply.

17. Refusal of Service.

(a) Compliance by Applicant or Customer. The Utility may decline to serve an applicant until such applicant has compiled with the state and municipal regulations and approved rules and regulations of the company on file with the Public Utility Commission governing the service applied for and for the Following reasons: (1) Applicant's facilities are inadequate, that is if the applicant's

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installation or equipment is known to be hazardous or of such character that satisfactory service cannot be given or

(2) For indebtedness, that is if the applicant is indebted to any utility for the same kind of service as that applied for, provided, however, that in the event the indebtedness of the applicant for service is in dispute, the applicant shall be served by complying with the deposit requirement in this Tariff, or if the applicant refuses to make a deposit under these rules.

(3) For refusal to make deposit.

(b) Applicant's Recourse. In the event the company should refuse to serve an applicant under the provisions of these rules, the company must inform the applicant of the basis of its refusal and the applicant may file a complaint with the Public Utility Commission.

(c) Insufficient Grounds for Refusal to Serve. The following shall not constitute sufficient cause for the 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;

(2) Failure to pay for merchandise or charges for non-utility service purchased from the company;

(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 Utility's rules pertaining to operation of non-standard equipment or unauthorized attachment which interfere with the service of others, or other services such as communication services, 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 guaranty was made in writing to the Utility as a condition precedent to service; and

(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.

18. Utility service may be disconnected for any of the following reasons:

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(Name of Water Utility)

SECTION  B   SERVICE RULES AND REGULATIONS

(a) Failure to pay a delinquent account or failure to comply with the terms of a deferred payment agreement;

(b) Violation of the Utility's rules pertaining to the use of service in a manner which interferes with the service of others or the operation of non-standard 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;

(c) Failure to comply with deposit or guaranty arrangements where required herein;

(d) Without notice where a known dangerous condition exists for as long as the condition exists; and

(e) Tampering with Utility company's meter or equipment or bypassing the same.

19. Utility's service may not be disconnected for any of the following reasons:

(a) Delinquency in payment for service by a previous occupant or the premises;

(b) Failure to pay for merchandise or charges for non-Utility service provided by the Utility;

(c) Failure to pay for a different type or class of Utility service unless a fee for such service is included in the same bill;

(d) Failure to pay the account of another customer as guarantor thereof, unless the company has in writing the guaranty as a condition precedent to service;

(e) Failure to pay charges arising from an underbilling occurring due to any misapplication of rates more than six months prior to the current billing;

(f) Failure to pay charges arising from an underbilling due to any faulty metering, unless the meter has been tampered with or unless such under-billing charges are due to meter error;

(g) Failure to pay estimated bill other than a bill rendered pursuant to an approved meter reading plan, unless the Utility is unable to read the meter



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SECTION B SERVICE RULES AND REGULATIONS

due to circumstances beyond its control;

(h) Unless a dangerous condition exists or the customer requests disconnection, service shall not be disconnected on a day, or on a day preceding a day, when personnel of the company are not available to the public for the purpose of making collections and reconnecting service; and

(i) The company may not abandon a customer or a certified service area without written notice to its customers and all similar neighboring utilities and approval from the Commission.

20. Applicant's Deposit.

(a) Establishment of Credit for Permanent Residential Applicants.

(1) Each Utility may require a residential applicant for service to satisfactorily establish credit, but such establishment of credit shall not relieve the customer from complying with rules for prompt payment of bills. Subject to these rules, a residential applicant shall not be required to pay a deposit:

a) If the residential applicant has been a customer of any utility for the same kind of service within the last two years and is not delinquent in payment of any such utility service account and during the last twelve consecutive months of service did not have more than one occasion in which a bill for such utility service was paid after becoming delinquent and never has service been disconnected for non-payment; or

b) If the residential applicant furnishes in writing a satisfactory guaranty to secure payment of bills for the service required; or

c) If the residential applicant demonstrates a satisfactory credit rating by appropriate means including but not limited to the production of generally acceptable credit cards, letters of credit reference, the names of credit references which may be quickly and inexpensively contacted by the Utility, or ownership of substantial equity.

(b) Re-establishment of Credit. Every applicant who previously has been a customer of the Utility and whose service has been disconnected for non-

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payment of bills shall be required before service is rendered to pay all amounts due the Utility or execute a deferred payment agreement, if offered, and re-establish credit as provided in the preceding Section.

(c) Commercial and Industrial Service. In the case of commercial or industrial service, if the credit of an applicant for service has not been established satisfactory to the Utility, the applicant may be required to make a deposit.

(d) Amount of Deposit and Interest for Commercial and Residential Service and Exemption from Deposit.

(1) The required deposit shall not exceed an amount equivalent to one-sixth (1/6) of the estimated annual billings. If the actual use is at least twice the amount of estimated billings, a new deposit and requirement may be calculated and an additional deposit may be required to be made within five (5) days after notice thereof. If such additional deposit is not made, the Utility may disconnect service under the standard disconnection procedure.

(2) All applicants for residential service who are sixty-five (65) years of age or older will be considered as having established credit if such applicant does not have an outstanding account balance with the Utility or another utility for the same utility service which accrued within the last two years. No cash deposit shall be required of such applicant under these conditions.

(3) The company as to any deposits shall pay minimum interest on such deposits at an annual rate at least equal to six (6%) percent. If a refund of deposit is made within thirty (30) days of receipt of deposit, no interest payment is required. If the company retains the deposit more than thirty (30) days, payment of interest shall be made retroactive to the date of deposit. Payment of the interest to the customer shall be annually, if requested by the customer, or at the time deposit is returned or credited to the customer's account. The deposit shall cease to draw interest on the date it is returned or credited to the customer's account.

21. Records of Deposits. Utility will keep records to show the name and address of each depositor, the amount and date of the deposit and each transaction concerning the deposit. The Utility shall issue a receipt of deposit to each applicant from whom a deposit is received and shall provide means whereby the depositor may establish a claim if the receipt is lost. A record of each

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Unclaimed deposit must be maintained for at least four years, during which time the Utility shall make a reasonable effort to return the deposit.

22. Refund of Deposit. If service is not connected or after disconnection of service, the Utility shall promptly and automatically refund the customer's deposit plus accrued interest or the balance, if any, in excess of unpaid bills for service furnished. A transfer of service from one premise to another within the service area of the Utility shall not be deemed a disconnection within the meaning of these rules and no additional deposit may be demanded unless permitted by these rules. When the customer has paid bills for service for twelve (12) consecutive residential billings or twenty-four (24) consecutive commercial billings without having service disconnected for non-payment of bill, and without having more than two occasions on which a bill was delinquent, and when the customer is not delinquent in the payment of current bills, the Utility shall promptly and automatically refund the deposit plus accrued interest to the customer in the form of cash or credit to a customer's bill.

23. Meter Tests on Request of Customer. The company shall, at the request of the customer, and if the customer so desires, in his presence or in that of his authorized representative, without charge make a test of the accuracy of the customer's meter. The test shall be made during the Utility'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 Utility's discretion, be made at the Utility's test laboratory. If the meter has been tested by the company or by an authorized agency at the customer's request and within a period of four years, the customer requests a new test, the Utility shall make the test, but if the meter is found to be within the accuracy standards established by the American National Standards Institute, Inc., or the American Waterworks Association, the Utility may charge the customer a fee which reflects the cost to test the meter, but this charge shall be in no event more than Fifteen and No/100's (\$15.00) Dollars for a residential or commercial customer. Following the completion of any requested test, the Utility 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.

24. Bill Adjustment Due to Meter Error. If any meter is found to be outside of the accuracy standards established by the American National Standards Institute, Inc., or the American Waterworks Association, proper correction shall be made of previous readings for the period of six (6) months immediately preceding the removal of such meter from service for tests or from the time the meter was in service since last tested, but not exceeding six (6) months, as the meter shall have been shown to be in error by such tests, and adjusted bills

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shall be rendered. No refund is required from the Utility except to the customer last served by the meter prior to the testing. If a meter is found not to register for a period, unless bypassed or tampered with, the Utility shall make a charge for units used, but not metered, for a period not to exceed three (3) months based on amounts used under similar conditions during the period during the period preceeding or subsequent thereto, or during corresponding periods in previous years.

25. Application for Services Requiring Services of Engineer. If the services of a registered professional engineer or person of similar qualifications are required as a result of an application for service received by the Utility, that engineer or person will be selected by the Utility and the applicant for service will bear all expenses incurred from these services.

26. Payment of Due Amounts. Every applicant who has previously been a customer of the Utility and who service has been disconnected for non-payment of bill, shall be required before service is rendered to pay all amounts due to the Utility.

27. Requests for Non-Standard Service. If an applicant requires other than the standard service and meter provided by the Utility, such applicant will be required to pay all expenses incurred by the Utility in excess of the expense that would be incurred in providing the standard service and meter.

28. Disputed Bills. In the event of a dispute between the customer and the Utility regarding any bill, the Utility shall forthwith make and conduct an investigation as shall be required by the particular case, and report the results thereof to the customer.

29. Meter Reading. Meters will be read by the Utility on a monthly basis within five (5) days of the monthly date upon which the meter was read in the previous month, with the exception of weather or conditions that would make it impossible to read meters.

1. Prior to digging and installing water service lines, the Utility recommends that the water tap be made first. After installation of the water tap, water will be cut off and locked. After all service lines are installed and covered properly, the lock will be removed and the water turned on. No temporary connections will be premitted without the prior written consent of the Utility. Prior to

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Removing the lock, the maintenance man will check for strain on the meter installation. The service line should go straight out from the meter ten feet before bending.

2. The customer must install a water cut-off valve downstream of the meter installation. This valve will be used only by the customer. The cut-off located upstream of the meter will be operated by the Utility only. If the meter cut-off valve is left in the cut-off position, a lock will be placed on the cut-off. The customer cut-off valve will not be permitted inside or within two feet of the meter installation but must be installed before or upstream of any Tee or faucet (outlet). The customer cut-off must be accessible and not covered with dirt. A box should be installed to protect the cut-off.

3. Faucets are not permitted within ten feet of the meter installation.

4. No two dwellings, homes or lots will be connected to a single meter unless authorized by the Utility.

5. The customer is responsible for damage of loss to the water meter installation lines located on easements and will be billed accordingly; all meter lids and meter box lids must be kept closed.

6. The Utility will hold interruption of water service to a minimum and typically for necessary maintenance. Inability or failure of the Utility to deliver or the customer to receive water shall not be the basis of claims for damages sustained by either party when due to an act of God, the elements, accidents, breakage or equipment, or other causes or contingencies reasonably beyond the control of either party.

7. Collect telephone calls to notify the Utility of water service interruption will be accepted. When calling to report interruption of service, the office may not accept your call, which means that a report has already been received.

8. All notices and water bills shall be considered properly made when mailed by the Utility to the address given by the customer, and it is the duty of the customer to notify the Utility of any changes of his address.

9. Reinstallation of water meters removed for non-payment of water bill shall be only reinstalled between the hours of 8:00 a.m. and 5:00 p.m. Monday through Friday.

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SECTION B SERVICE RULES AND REGULATIONS

10. The rates shall be subject to any tax imposed upon the corporation by local, state, county or any other governmental agency having jurisdiction.

11. Office hours are between 10: a.m. and 6:00 p.m. weekly, and the office is closed on Saturday, Sunday and holidays. Emergency calls will be answered by an answering service.

12. No driveways will be permitted within four feet of the meter box installation.

13. When evidence is found of a meter being reversed, a junper installed, padlocks having been cut off and meter turned on by unauthorized personnel and that evidence indicates that the customer or any of his family, agents, employees or anyone acting on his behalf was in any way directly or indirectly responsible for such action, a charge of Thirty and No/100's (\$30.00) Dollars for service calls and a charge of Twenty-five and No/100's (\$25.00) Dollars for water consumption shall be made unless the customer provides to the Utility in writing evidence that the customer, his family, agents, employees or anyone acting on his behalf directly or indirectly was not involved, at which time the Utility will make a decision in light of all the evidence presented to it.

14. The word "construction" in the context of these rules shall mean all labor, materials, professional fees and incidental costs chargeable directly to any particular project.

In the event the total water supply should be insufficient to meet all of the needs of the customers, or in the event there is a shortage of water, the Utility may prorate the water available among the various customers on such basis as is deemed equitable, and may also prescribe a schedule of hours covering the use of water for gardening or similar purposes by customers and require adherence thereto to prohibit the use of water for gardening and similar purposes; provided that, if at any time the total water supply be sufficient to serve all of the needs of all of the customers, the Utility must first satisfy all of the needs of all customers for domestic purposes before supplying any water for gardening and similar purposes.

The customer agrees to grant to the Utility an easement of right-of-way for the purpose of installing, maintaining and operating such pipelines, meters, valves and other equipment which may be deemed necessary for the Utility on

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N-No Change; C-Regulation Change; D-Discontinued; I-Increase; R-Renew; 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. The Commission will review it, stamp and return it, or request additional information if needed.

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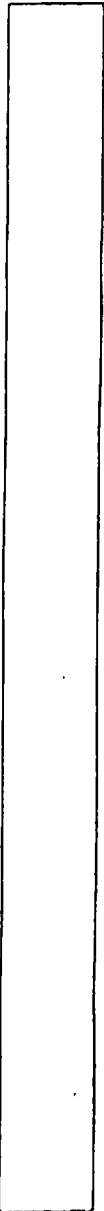
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(Name of Water Utility)

SECTION B SERVICE RULES AND REGULATIONS

such forms as is requested by the Utility. The Utility shall have the right to locate a water service meter and the pipe necessary to connect the meter on the property of the customer at a point to be chosen by the Utility and shall have access to its property and equipment located upon the customer's premises at all reasonable times for any purposes connected with or in the furtherance of the Utility's operations, and upon discontinuance of service shall have the right to remove any of its property from the customer's premises.



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*R-Add Change; C-Regulation Change; D-Discontinued; I-Increase; R-Rate; R-Rate Reduction; P-Change in text, but no change in rate or regulation*

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

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.

Contributions in Aid of Construction

A. Within the certificated area of the utility, no contributions in aid of construction will be required for extending service. Except as noted in B. All extensions are made by the utility. The applicant is responsible for paying the tap fee once service is established.

Outside the certificated area of the utility, the applicant is responsible for paying the costs of extending the distribution system to the applicant's property from the nearest accessible point of the utility as provided in Section C of this tariff. The applicant is responsible for paying the tap fee once service is established.

B. All applicants for service beyond 500 feet from the nearest point of the existing utility system are responsible for paying the costs of extending the distribution system to the applicant's property from the nearest accessible point of the utility as provided in Section C of this tariff. The applicant is responsible for paying the tap fee once service is established.

Engineering and Construction Costs

C. Within seven days of application for utility service, the utility will provide the applicant with a written estimate of the costs of extending service and a list of the materials necessary for the extension.

If the extension is to be made by a contractor or any party other than the utility, the applicant may employ the services of others of similar qualifications instead of those designated by the utility provided the materials and construction standards are the same as those used by the utility. All work must be inspected by and approved by the utility.

D. Applicants for service beyond 500 feet from the existing system will be assessed only those costs necessary for extending service beyond the 500 feet provided by the utility.

E. Extensions of utility service requiring line sizes in excess of one (1) inch in diameter will pay the full costs of the extension.

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W - New; R - Regulation Change; D - Discontinued; I - Increase; N - New; A - Amend; C - Change; T - Text, but no change in rate or regulation

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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.

Extensions of utility service requiring line sizes in excess of one (1) inch in diameter will pay only the costs of extending a one-inch main if the utility requires larger mains on all extensions.

F. Applicants for utility service that are assessed the costs of mains with capacity greater than that required for the applicant will be reimbursed a pro-rata share of the costs of as new customers are added to the main. The total of the reimbursements shall not exceed the original cost of the main. Nor shall the subsequent assessments to new applicants exceed the original cost of the main.

Applicants for utility service from a main paid for by assessments under this provision will be assessed a pro-rata share of the original cost of the main in addition to the tap fee.



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

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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.

*This condensation was revised 6-28-80 and does not incorporate changes of Substantive Rules made after that date.*

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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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