



## Filing Receipt

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SV (Sunset Valley) WATER COMPANY

Office: 3301 Laguna Drive  
Austin, Texas 78741

Mailing: P. O. Box 9  
Manchaca, Texas 78652

WATER

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SV (Sunset Valley) Water Company

Water  
Tariff

Sheet No. 1

Section No. \_\_\_\_\_

Revision No. \_\_\_\_\_ Sheet No. \_\_\_\_\_

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Effective Date: 7-1-76

Section Title: \_\_\_\_\_

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SV (Sunset Valley) WATER COMPANY

Water  
Tariff

Sheet No. 2

1.0  
Section No.

Revision No. \_\_\_\_\_ Sheet No. \_\_\_\_\_

Effective Date: 7-1-76

Definitions  
Section Title:

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SV (Sunset Valley) Water Company is a sole proprietorship-owned company. The Service Area consists of Sunset Trail, Reese Road, Pillow Road, Lone Oak Trail, and Jones Road, in the City of Sunset Valley, Travis County, Texas. The average number of customers is fifty-five. Water is obtained from wells within the service area.

The business of the company is directed by the owner, Leon Griffin, and/or designated personnel. The owner's office is located at 3301 Laguna Drive, Austin, Texas, and the mailing address is P. O. Box 9, Manchaca, Texas, 78652.

- 1.0        Definitions
- 1.1        Consumer or customer means a person or persons who purchase water service for normal domestic use.
- 1.2        Company means SV Water Company.
- 1.3        Commission means Public Utility Commission of Texas.
- 1.4        Service means the actual delivery of water to the customer and it includes any and all acts done, rendered, or performed in the delivery of water by the company operating under the jurisdiction of the Commission.
- 1.5        Working hours or normal business hours means

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SV (Sunset Valley) WATER COMPANY

Water  
Traiff

Sheet No. 3

1.0  
Section No.

Revision No. \_\_\_\_\_ Sheet No. \_\_\_\_\_

Definitions  
Section Title:

Effectation Date: 7-1-76

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9 a.m. to 4 p.m. Monday - Friday, exclusive of legal State and Federal holidays.

- 1.6 Personnel means employees or others who are engaged to perform a service.
- 1.7 The Utility means SV Water Company.
- 1.8 Main means a water pipe, owned, operated, and maintained by the utility, which is used for the purpose of transmission or distribution of water, but is not a water service pipe.
- 1.9 Service lead means a pipe connecting the main and the meter.
- 1.10 Customer's service line means a pipe from the meter to a customer's place of consumption.

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SV (Sunset Valley) WATER COMPANY

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Tariff  
2.0 Revision No. \_\_\_\_\_ Sheet No. \_\_\_\_\_  
Section No. Effective Date: 9-1-76  
Rates  
Section Title.

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2.0 Rates

2.1 All customers in the service area are  
classed as residential. The monthly rate  
for each customer is as follows:

\$17.50 (minimum) for the first 4,000 gal.

plus \$1.50 per thousand gallons thereafter.

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SV (Sunset Valley) WATER COMPANY

Water Sheet No. 5  
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Section No. Effective Date: 7-1-76  
Applicant Deposit Req.  
Section Title.

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- 3.0 Applicant Deposit Requirements for Service.
- 3.1 Persons desiring service shall make application to this company by phone or in person. A refundable deposit of \$25.00 is required for each service connection to persons not previously establishing good payment record with this utility.
- All persons renting real estate will be required to make the deposit; or if the person owning the real estate assumes the responsibility for payment of water service and has previously established a good pay record, no deposit will be required. Each situation will be determined on its own merits after review by the owner or other delegated personnel.
- 3.2 Deposits on record will earn interest at the rate of 6% per annum (effective 9-1-76). Deposits on record for less than 30 days will earn no interest. If the utility retains the deposit more than 30 days, interest will be retroactive to date of deposit.
- 3.3 Service will be initiated after deposit requirements have been met and other requirements set forth in Sections 3.1, 3.4, 3.5, 4.3 (d) and 4.3 (g).
- 3.4 For service where water has previously been available and no construction is necessary to

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Applicant Deposit Req.  
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install a meter, a \$15.00 utility hook-up will be charged. For new services to property which has never been occupied, a \$75.00 utility hook-up fee will be charged if property is on same side street as main. For property on opposite side street as main, \$150.00 will be charged.

- 3.5 The company may decline to serve an applicant until such applicant has complied with the State and municipal regulations and the approved rules and regulations of the company as filed with the Commission.

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SV (Sunset Valley) WATER COMPANY

Water Sheet No. 7  
Tariff  
4.0 Revision No. \_\_\_\_\_ Sheet No. \_\_\_\_\_  
Section No. Effective Date: 7-1-76  
Rules & Reg. (Consumer)  
Section Title.

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- 4.0 Service Rules and Regulations  
(Consumer Responsibilities)
- 4.1 The monthly bills are considered due and payable within 15 days of the billing date. Payment in full not made within the 15-day period will result in a delinquent account and service is subject to interruption if not paid by the 20th day after issuance if a 5-day notice has been properly mailed or hand-delivered to customer.
- 4.2 If collection through normal procedures cannot be effected and the meter must be removed, a \$15.00 fee will be collected as well as payment in full for service, before service will be restored. If service must be interrupted because of refusal to pay account, a \$25.00 refundable deposit will also be required to be paid, if one is not on record, before service will be restored.
- 4.3 Discontinuance of Service  
Utility service may be disconnected for any of the following reasons:
- (a) Failure to pay a delinquent account or failure to comply with the terms of a deferred payment agreement, if offered.
  - (b) Violation of the utility's rules pertaining to the use of service in a manner which interferes with the

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Rules & Reg. (Consumer)  
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service of others or in the operation of non-standard equipment, if a reasonable attempt has been made to notify customer and the customer is provided with a reasonable opportunity to remedy the situation;

- (c) Failure to comply with deposit requirements as outlined in Section 3.0.
- (d) Without notice where a known dangerous condition exists for as long as the condition exists, including making an unauthorized hook-up or any cross-connections to an unauthorized well or other source; and
- (e) Tampering with the utility's meter or equipment or by-passing same;
- (f) Malicious and willful destruction of meters and/or other equipment may result, at the option of the owner or other responsible personnel, in the filing of charges in the appropriate court-of-law.
- (g) Each customer is responsible for furnishing and laying the necessary customer's service line and shut-off valve from the meter location to the place of consumption and shall keep the service line in good repair. A customer shut-off valve will be

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Rules & Reg. (Consumer)  
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required and tampering with the utility's shut-off valve will be prohibited.

- (h) The meter box is to be kept free of any encumbrances so as not to hamper the meter reader in any way.

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Sheet No. 10

5.0  
Section No.

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Rules & Reg. (Utility)  
Section Title.

Effective Date: 7-1-76

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5.0 Service Rules and Regulations  
(Utility Responsibilities)

5.1 Continuity of Service

- (a) The company will make all reasonable efforts to prevent interruptions of service. When interruptions occur, the utility will re-establish service within the shortest possible time.
- (b) The company will make reasonable provisions to meet emergencies resulting from failure of service and will instruct its employees of procedures to be followed in the event of emergency in order to prevent or mitigate interruption or impairment of service.
- (c) In the event of national emergency or local disaster resulting in disruption of normal service, the utility may, in the public interest, interrupt service to other customers to provide necessary service to civil defense or other emergency service agencies on a temporary basis until normal service to these agencies can be restored.

5.2 Customer Relations

- (a) The company shall maintain a current set of maps showing the physical location of its facilities. These maps

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Rules & Reg. (utility)  
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shall be kept by the company in the central office and will be available during normal business hours.

- (b) Upon complaint to the company by a consumer, by letter or by telephone, the utility shall promptly make a suitable investigation and advise the complainant of the results thereof.
- (c) The utility will be able to handle any business concerning billing procedures, applications, etc. during normal business hours. Only calls of an emergency nature will be handled during other hours (between 4 p.m. & 9 a.m., week-ends, and holidays). The utility will supply the customers emergency phone numbers.
- (d) The company may, after reviewing the circumstances, offer to a customer a deferred payment plan, which will include a 5% penalty for late payment. To be taken into consideration are the following:
  - (1) Size of the delinquent account.
  - (2) Customer's ability to pay.
  - (3) Customer's payment history.
  - (4) Time that the debt has been outstanding.
  - (5) Reasons why debt has been outstanding.
  - (6) Any other relevant factors concerning the circumstances of the customer.

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Sheet No. 12

5.0  
Section No.

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Rules & Reg. (Utility)  
Section Title.

Effective Date: 7-1-76

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- (e) All physical facilities, distribution mains and lines, service leads, and meters, are the property of the company. The customer shall service his own line from the meter, including his shut-off valve.
- (f) A customer's meter will be tested upon request, if he believes it to be in error, during normal business hours. If the meter has been tested by the utility, 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 Water Works Association, the utility shall charge the customer a fee of \$15.00.
- (g) The utility is not liable for damages resulting from service interruptions beyond the direct control of the utility.

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# Public Utility Commission of Texas



Garrett Morris  
Chairman

Alan R. Erwin  
Commissioner

George M. Cowden  
Commissioner

October 14, 1976

Mr. Leon Griffin  
3301 Laguna Drive  
Austin, TX 78741

RE: SV (Sunset Valley) Water Company  
SV Water Supply Corporation

Dear Sir:

The tariff filings for the above companies have been reviewed by the Engineering and Enforcement Division. The tariffs as filed do not comply with the Public Utility Commission's Substantive Rules.

In order to comply with the Substantive Rules, your tariff service rules may be revised without the necessity of a public hearing; however, any changes in rates or charges after August 31, 1976, will require public notice and a public hearing.

Your tariffs contain the following deficiencies:

Sheet 6 service refusal policy inadequate. Insert all of Rule 052.02.04.043, sections a, b and c.

Sheet 8 service discontinuance policy inadequate. Insert Rule 052.02.04.044 section e.

Sheet 5 customer credit policy inadequate. Insert Rule 052.02.04.045 sections a through g.

Meter testing policy inadequate. Needs bill adjustment due to meter error, insert Rule 052.02.04.047 section e.

The Commission requires that you send two copies of any revision and a cover letter explaining which pages are being replaced. The letter should also explain generally what the changes are for each page.

Sincerely,

Terrence A. Graham  
Staff Engineer

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