



Filing Receipt

Received - 2022-02-11 12:01:25 PM

Control Number - 53075

ItemNumber - 371

Any customer dissatisfied with the utility's resolution of a complaint may file a complaint with: The Public Utility Commission of Texas, 7900 Shoal Creek Blvd., Suite 480N, 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.

REVISED
WATER UTILITY TARIFF

for

<u>Suetrak USA Co., Inc.</u>		<u>P.O. Box 557</u>	
<i>(Utility Name)</i>		<i>(Business Address)</i>	
<u>Lewisville</u>	<u>Texas</u>	<u>75067</u>	<u>(214)436-9337</u>
<i>(City)</i>	<i>(State)</i>	<i>(Zip)</i>	<i>(Area Code) Phone</i>

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

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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FILMED DEC 17 1986 SYSTEM 200	<u>A</u> <u>Rate Schedule</u>	<u>2</u>
	<u>B</u> <u>Service Rules and Regulations</u>	<u>3,4</u>
	<u>C</u> <u>Extension Policy</u>	<u>5</u>
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	_____	<u>Appendix</u>

PUBLIC UTILITY COMMISSION OF TEXAS
APPROVED
OCT 18 '85 DOCKET 129 1.2
W-147-5 BY _____
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.

(Name of Water Utility)

SECTION A RATE SCHEDULE

Metered:

Minimum Bill (inc. 2,000 Gal.)	\$ 14.25	N N
Volume charge for each 1,000 thereafter	\$ 1.30	

Tap Fee:	Actual cost not to exceed	\$350.00
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Returned Check Charge:		\$ 10.00
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Reconnect Fee:		\$ 20.00
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PUBLIC UTILITY COMMISSION OF TEXAS
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W-147-5 BY _____
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TO BECOME EFFECTIVE, THIS PAGE MUST BE STAMPED "APPROVED" OR "RECEIVED" BY THE PUBLIC UTILITY COMMISSION.

"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:

N-No Change; C-Regulation Change; D-Discontinued; I-Increase; R-Rate Reduction; T-Change in rate, 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.

(Name of Water Utility)

SECTION B SERVICE RULES AND REGULATIONS

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. Tap fees and any contributions in aid of construction must be paid to initiation of service.

N

WATER INSTALLATION: After the applicant has met all of the requirements, conditions and regulations herein set forth, and has paid the standard tap fee and other charges as set forth herein, the Utility will install a tap, meter and cut-off valves and take all necessary actions to initiate service.

N

UTILITY WATER MAIN NOT ON USER PROPERTY OR ABUTTING: In the event an applicant desires water service at a location which does not currently have water mains in place, applicant shall pay for additional facilities as may be required to provide the service, in accordance with the Utility's Extension Policy. The applicant must provide suitable easements or right-of-way, and the Utility, at the expense of the applicant, will cause the tap to be installed and provide both materials and labor therewith.

N

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 Utility, the engineer selected must be acceptable to both the Utility and the applicant for service. The applicant will bear all expenses incurred for these services.

N

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.

N

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 cover the cost of such non-standard service.

N

INOPERATIVE METERS: Meters found inoperative will be repaired or replaced at that time. Estimated bills under this situation will be rendered on the basis of a similar period during the previous year or current year, depending on the period.

N

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PUBLIC UTILITY COMMISSION OF TEXAS APPROVED OCT 18 '85 DOCKET W-147-5 TARIFF CLERK

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N-No Change; R-Regulation Change; D-Discontinued; I-Increase; B-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.

(Name of Water Utility)

SECTION B SERVICE RULES AND REGULATIONS

PLUMBING PRACTICES: In accordance with the policy of the Texas Department of Health, the Utility 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 potable water supply.

N

TWO OR MORE DWELLINGS: No two dwellings, homes or lots will be connected to a single meter unless authorized by the Utility.

N

METER DAMAGE: The customer is responsible for damage or 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.

N

BILLING DUE DATES: The due date of the bill for water service is sixteen (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 no postmark on the envelope, shall constitute proof of the date of issuance. If the due date falls on a holiday or weekend, the next day after the due date. A customer's water may be disconnected by the company if the bill is not paid or a deferred payment agreement is not entered into within twenty-six (26) days after the date of issuance, and notice of the proposed disconnection has been given. Notice of disconnection shall consist of a separate mailing or hand delivery at least ten (10) days prior to the stated date of disconnection. If mailed, the cut-off date may not fall on a holiday or weekend but shall fall on the next work day after the tenth day.

N

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PUBLIC UTILITY COMMISSION OF TEXAS
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OCT 18 '85 DOCKET 4 11
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W-No Change; C-Regulation Change; D-Discontinued; I-Increase; B-New; R-Rate Reduction; F-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.

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

EXTENSION POLICY AND CHARGES

It is the policy of the Utility that the cost of all extensions required as a result of an application for service be paid in full by the applicant, and the applicant will be informed of the cost before construction begins. If the services of a registered professional engineer are required as a result of any application for service received by the Utility, the engineer selected will be acceptable to both the Utility and the applicant for service, and the applicant will bear all expenses incurred for these services. Payment received by the Utility for such extension or improvement shall be in addition to the tap fee or other fee requirements contained herein. Any facility so provided shall become the property of the Utility.

Contributions in aid of construction required through this extension policy will not be required of individual residential customers for production, storage, treatment, or transmission facilities, except that developers of property to be ultimately subdivided into five or more serviceable lots, may be required to provide contributions in aid of construction in amounts to furnish the development with facilities compliant with the Texas Department of Health minimum design criteria for production, storage, treatment, or transmission facilities.

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M-No Change; C-Regulation Change; D-Discontinued; I-Increase; S-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 D Emergency Rationing Program

The following water rationing program is adopted for emergency use only during periods of acute water shortage.

A. Declaration of Emergency: When system demand exceeds production or storage capability measured over a 24-hour period, and refilling the storage facilities is rendered impossible, OR when the utility is notified by its wholesale supplier of a cutback in water to be delivered to such an extent that normal use patterns will no longer be possible, the utility may declare an emergency to exist, and thereafter ration water in the following manner.

B. Notice Requirements: Written notice of the proposed rationing shall be mailed or delivered to each customer 72 hours before the utility actually starts the program, and shall also be placed in a local newspaper. The utility shall send a copy of the customer notice to the Public Utility Commission at the same time notice is sent to the customers. The customer notice shall contain the following information;

1. the date rationing shall begin,
2. the date rationing shall end,
3. the stage (level) of rationing to be employed, and
4. a copy of this rationing authority.

C. Stage Levels of Rationing: Alternate day usage of water for outdoor purposes such as lawns, car washing, etc. Customers with even number addresses (north or west side of streets) shall use water outdoors only on even numbered days; odd number addresses (south or east side of streets) shall use water outdoors only on odd numbered days.

STAGE II (moderate rationing conditions): All outdoor water usage is prohibited; however, 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 shall be limited to each customer in one of the following ways;

- (1) A fixed percentage of each customer's average use in the prior month, the percentage to be uniformly applied on a systemwide basis, each customer being notified of this percentage amount, OR
- (2) A maximum number of gallons per meter (customer) per week, with notice to each customer of this number.

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

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NC-No Change; R-Regulation Change; D-Discontinued; I-Increase; N-New; R-Rate Reduction; C-Change in Rate, but no change in rate of 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.

REV: 5-82

PUBLIC UTILITY COMMISSION OF TEXAS
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SECTION D Emergency Rationing Program

D. Violation of Emergency Rationing Rules:

- (1) First violation—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 shall be the actual installed cost to the utility, not to exceed \$50.00.
- (2) 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 shall apply for restoration of service.

E. Exemptions or Variances From Rationing Rules:

The utility may grant any customer an exemption or variance from the uniform rationing program, for good cause. In such event, the utility shall notify the Public Utility Commission within 24 hours of such exemption or variance, stating the name, address, and cause for the affected customer.

A customer who is refused an exemption or variance may appeal such action to the utility by written appeal to the Public Utility Commission. The utility shall treat all customers equally concerning exemptions and variances, and shall not employ discrimination in such grants.

F. Rates:

All existing rate schedules shall 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.

The purpose of this Emergency Rationing Program is to conserve the total amount water demanded from the utility until supply can be restored to normal levels. This rationing program shall not exceed sixty (60) days without written approval of the Public Utility Commission.

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

W-By Change; R-Regulation Change; D-Discontinued; I-Increase; S-Sew; 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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APPENDIX: CONDENSED SUBSTANTIVE RULES

The following paragraphs summarize the Substantive Rules of the Public Utility Commission in effect as of January, 1985. Every utility must comply with the Substantive Rules in their entirety and must therefore maintain in its offices the most recent complete copy of these rules. Copies are available from the Commission's Central Records Division for the printing cost of \$5.00, plus 26 cents tax (\$5.26 total).

SECTION A: RATE SCHEDULE

All utility rates must be just, reasonable and non-discriminatory. Utilities may not apply declining-block rates or any other rate structure which offers discounts for increased usage. Tap fees must be cost-based and should be expressed as "actual cost, not to exceed" a specified amount. Utilities may not charge disconnect fees, membership fees, application fees or service call fees. Reasonable connect or reconnect fees are acceptable.

Utilities may not charge late payment fees against residential customers. Late payment fees on industrial and commercial bills are limited to 5.0 percent of the delinquent bill.

SECTION B: SERVICE RULES AND REGULATIONS

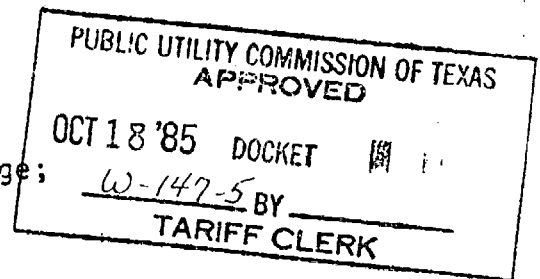
Section B of each utility's tariff should state that the utility is familiar with the Commission's complete Substantive Rules, will abide by those rules, and will maintain a current copy at the utility's offices. Each utility must follow those rules and regulations in their entirety, unless the Commission specifically authorizes an exception.

Billing: Bills shall be rendered monthly. Payment shall not be due earlier than the 16th day after the bill is issued. Each bill must show the following, where applicable:

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1. the total amount due;
2. the meter reading at the beginning and at the end of the period for which the bill has been issued, if the utility reads the meter;
3. the due date of the bill;
4. the gallonage used in determining sewer usage;
5. the applicable rate schedule title or code.



The information set forth in customer bills must be adequate to enable a customer to calculate his or her bill with a rate schedule, which a utility must send to a customer upon request.

In case of a billing dispute, the utility shall investigate and report the results of the investigation to the customer. If the matter is not resolved, the utility shall inform the customer of the Commission's complaint procedures. While resolution of the dispute is pending the customer shall not be required to pay the disputed portion of the bill which exceeds his or her average monthly usage.

Service Requests: If the applicant has met state and local regulations, a utility may refuse to provide service only if the applicant has refused to make a deposit (if required) or has an existing utility debt which is not in dispute, or if the applicant's installation or equipment is hazardous or incapable of providing satisfactory service.

Requests for new service must be acted upon as quickly as possible. A utility must fill applications not involving line extensions or new facilities within 14 working days, and must fill applications involving line extensions or new facilities within 90 days.

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RULES
PAGE 3

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Service Disconnection: _____ disconnect a customer's service for nonpayment no sooner than 26 days after issuance of a bill. The utility must give personal written notice of termination at least 10 days before the disconnection date. After notice, service may be disconnected for failure to pay a delinquent account or to comply with a deferred payment agreement, for willful violation of a utility usage rule when that violation interferes with another customer's service, or for failure to comply with valid deposit or guarantee arrangements. Service may be disconnected without notice only for a known dangerous condition, for meter bypassing or tampering, or for unauthorized connection or reconnection. Each utility must keep complete records of all service interruptions.

A utility may not disconnect any customer for failure to pay for merchandise or service unrelated to utility service, even if the utility provides that merchandise or those services. A utility may not disconnect any customer for a previous occupant's failure to pay. Other prohibitions are set out in P.U.C. SUBST. R. 23.46(d) and must be followed. To ensure compliance with these regulations, utilities must obtain a complete copy of the Substantive Rules.

Utility personnel must be available to make collections and to reconnect service on the day of and the day after any disconnection made other than at the customer's request or for a hazardous condition.

No utility may abandon any customer or any portion of its service area without prior written notice to affected customers and neighboring utilities and prior Commission approval.

Customer Deposits: A residential applicant shall not be required to make a deposit if he or she can demonstrate a satisfactory credit rating by means of generally acceptable credit cards, letters of credit reference, names of readily available credit references or ownership of substantial equity. Neither shall an applicant be required to make a deposit if he or she can furnish a satisfactory guarantee, has been a water utility customer for one of the two

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PUBLIC UTILITY COMMISSION OF TEXAS
APPROVED

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PAGE 1

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previous years with out one delinquent and no disconnection for unpaid bills.
or is 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 the deposit policy is applied in a uniform and nondiscriminatory manner. A commercial customer may be required to pay a deposit if unable satisfactorily to establish credit.

The utility must keep a record of each deposit, issue a receipt for it, and pay at least 6 percent annual interest thereon. The amount of any deposit may not exceed 1/6 of that customer's estimated annual bill. The utility must automatically refund the deposit plus accrued interest to any residential customer who has paid service bills for 12 consecutive months without having service disconnected for nonpayment and without having more than two occasions in which a bill was delinquent. The refund need not be made if payment on the current bill is delinquent.

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 or her meter tested without charge in his or her 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. The utility must keep proper records of all meters and tests. No meter may be placed in service until its accuracy has been established.

Payment Assistance: Utilities must offer, upon request, a deferred payment plan to any residential customer who has expressed an inability to pay all of his or her bill, if that customer has not received two or more termination notices during the previous 12 months. The provisions of such plans are set forth completely in P.U.C. SUBST. R. 23.45(c). Utilities must also offer disconnection moratoriums for persons unable to pay their bills due to illness. All termination notices must clearly inform customers of these and other payment assistance alternatives.

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The P.U.C. Substantive rules also contain provisions regarding additional deposits, complaint procedures, over-and under-billing and other service-related matters. These regulations are set forth in the Substantive Rules. In order to provide legally adequate service, a utility must obtain a copy of these rules from the Commission.

SECTION C: EXTENSION POLICY:

No contribution in aid of construction may be required of any customer except as provided for in the utility's extension policy which is subject to Commission approval. Any extension policy must be consistent and nondiscriminatory. Individual residential customers shall not be required to make contributions in aid of construction for production, storage, treatment, or transmission facilities. If the extension policy so provides, developers of property to be subdivided into five or more serviceable lots may be required to make such contributions in amounts necessary to furnish the development with facilities which meet Texas Department of Health standards.

WATER RATIONING PLAN:

Each water utility must adopt and follow the Commission's standard water rationing plan or must submit an alternative plan for Commission approval.

QUALITY OF SERVICE:

Each water utility must plan, furnish, operate, 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 customer uses. Minimum residual pressure at the consumer meter shall be 20 psi during periods of peak usage and 35 psi during normal operating conditions. A utility's water must be approved by the Texas Department of Health.

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PUBLIC UTILITY COMMISSION OF TEXAS APPROVED	
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W-147-5	BY _____
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Each sewer utility's facilities must be adequate to meet all normal demands for service and to provide a reasonable reserve for emergencies.

Questions: Questions regarding the Commission's Rules and Regulations may be directed to the Commission's Consumer Affairs Division, 7800 Shoal Creek Boulevard, Austin, Texas, (512) 458-0223.

revised January 1985

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SYSTEM 200

PUBLIC UTILITY COMMISSION SYSTEMS	
AFFAIRS DIV.	
DEC 17 1985	BOOKET M 21
W-147-5 BY	
TARRANT	

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 sewer 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.

REVISED
SEWER UTILITY TARIFF

for

Suetrak USA Co., Inc P.O. Box 557

(Utility Name) *(Business Address)*

Lewisville Texas 75067 (214) 436-9337

(City) *(State)* *(Zip)* *(Area Code) Phone*

The above utility operates a *sewer* system in the following counties: _____

Denton

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

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):

Section	Page
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C <u>Extension Policy</u>	<u>5</u>

Appendix

PUBLIC UTILITY COMMISSION
 APPROVED
 OCT 18 '85
 W-147.5 BY

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

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SECTION A RATE SCHEDULE

Metered:

Gallage charge per 1,000 gal. based on the average winter monts water consuption:

\$ 3.68

N

Unmetered/Inadequate winter months history:
Flat Rate

\$ 25.65

N

Tap Fee: Actual cost not to exceed

\$350.00

N

PUBLIC UTILITY COMMISSION OF TEXAS
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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

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 sewer service is supplied by the Utility. A separate application or contract will be made for each service at each separate location. Tap fees and any contributions in aid of construction must be paid prior to initiation of service.

N

SEWER INSTALLATION: After the applicant has met all of the requirements, conditions and regulations herein set forth, and has paid the standard tap fee and other charges as set forth herein, the Utility will install a tap and take all necessary actions to initiate service.

N

UTILITY SEWER MAIN NOT ON USER PROPERTY OR ABUTTING: In the event an applicant desires sewer service at a location which does not currently have sewer mains in place, applicant shall pay for additional facilities as may be required to provide the service, in accordance with the Utility's Extension Policy. The applicant must provide suitable easements or right-of-way, and the Utility, at the expense of the applicant, will cause the tap to be installed and provide both materials and labor therewith.

N

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 Utility, the engineer selected must be acceptable to both the Utility and the applicant for service. The applicant will bear all expenses incurred for these services.

N

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.

N

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 cover the cost of such non-standard service.

N

PLUMBING PRACTICES: In accordance with the policies of appropriate regulatory agencies, the Utility reserves the right to prescribe plumbing practices acceptable to the trade prior to the installation of service.

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BY _____
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SECTION B SERVICE RULES AND REGULATIONS

TWO OR MORE DWELLINGS: No two dwellings, homes or lots will be connected to single tap unless authorized by the Utility.

BILLING DUE DATES: The due date of the bill for sewer service is sixteen (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 no 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 the next day after the due date. A customer's service may be disconnected by the company if the bill is not paid or a deferred payment agreement is not entered into within twenty-six (26) days after the date of issuance, and notice of the proposed disconnection has been given. Notice of disconnection shall consist of a separate mailing or hand delivery at least ten (10) days prior to the stated date of disconnection. If mailed, the cut-off date may not fall on a holiday or weekend but shall fall on the next work day after the tenth day.

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NC-No Change; C-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.

(Name of Sewer Utility)

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.

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

EXTENSION POLICY AND CHARGES

It is the policy of the Utility that the cost of all extensions required as a result of an application for service be paid in full by the applicant, and the applicant will be informed of the cost before construction begins. If the services of a registered professional engineer are required as a result of any application for service received by the Utility, the engineer selected will be acceptable to both the Utility and the applicant for service, and the applicant will bear all expenses incurred for these services. Payment received by the Utility for such extension or improvement shall be in addition to the tap fee or other fee requirements contained herein. Any facility so provided shall become the property of the Utility.

Contributions in aid of construction required through this extension policy will not be required of individual residential customers for treatment or transmission facilities, except that developers of property to be ultimately subdivided into five or more serviceable lots, may be required to provide contributions in aid of construction in amounts to furnish the development with facilities compliant with required minimum criteria for treatment or transmission facilities.

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APPENDIX: CONDENSED SUBSTANTIVE RULES

The following paragraphs summarize the Substantive Rules of the Public Utility Commission in effect as of January, 1985. Every utility must comply with the Substantive Rules in their entirety and must therefore maintain in its offices the most recent complete copy of these rules. Copies are available from the Commission's Central Records Division for the printing cost of \$5.00, plus 26 cents tax (\$5.26 total).

SECTION A: RATE SCHEDULE

All utility rates must be just, reasonable and non-discriminatory. Utilities may not apply declining-block rates or any other rate structure which offers discounts for increased usage. Tap fees must be cost-based and should be expressed as "actual cost, not to exceed" a specified amount. Utilities may not charge disconnect fees, membership fees, application fees or service call fees. Reasonable connect or reconnect fees are acceptable.

Utilities may not charge late payment fees against residential customers. Late payment fees on industrial and commercial bills are limited to 5.0 percent of the delinquent bill.

SECTION B: SERVICE RULES AND REGULATIONS

Section B of each utility's tariff should state that the utility is familiar with the Commission's complete Substantive Rules, will abide by those rules, and will maintain a current copy at the utility's offices. Each utility must follow those rules and regulations in their entirety, unless the Commission specifically authorizes an exception.

Billing: Bills shall be rendered monthly. Payment shall not be due earlier than the 16th day after the bill is issued. Each bill must show the following, where applicable:

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1. the total amount due;
2. the meter reading at the beginning and at the end of the period for which the bill has been issued, if the utility reads the meter;
3. the due date of the bill;
4. the gallonage used in determining sewer usage;
5. the applicable rate schedule title or code.

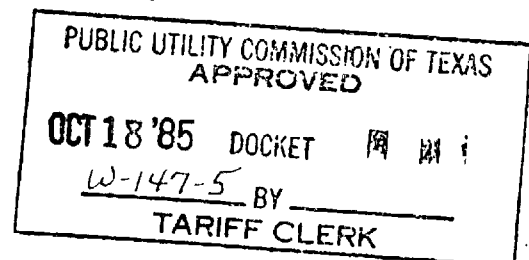
The information set forth in customer bills must be adequate to enable a customer to calculate his or her bill with a rate schedule, which a utility must send to a customer upon request.

In case of a billing dispute, the utility shall investigate and report the results of the investigation to the customer. If the matter is not resolved, the utility shall inform the customer of the Commission's complaint procedures. While resolution of the dispute is pending the customer shall not be required to pay the disputed portion of the bill which exceeds his or her average monthly usage.

Service Requests: If the applicant has met state and local regulations, a utility may refuse to provide service only if the applicant has refused to make a deposit (if required) or has an existing utility debt which is not in dispute, or if the applicant's installation or equipment is hazardous or incapable of providing satisfactory service.

Requests for new service must be acted upon as quickly as possible. A utility must fill applications not involving line extensions or new facilities within 14 working days, and must fill applications involving line extensions or new facilities within 90 days.

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Service Disconnection: A utility may disconnect a customer's service for nonpayment no sooner than 26 days after issuance of a bill. The utility must give personal written notice of termination at least 10 days before the disconnection date. After notice, service may be disconnected for failure to pay a delinquent account or to comply with a deferred payment agreement, for willful violation of a utility usage rule when that violation interferes with another customer's service, or for failure to comply with valid deposit or guarantee arrangements. Service may be disconnected without notice only for a known dangerous condition, for meter bypassing or tampering, or for unauthorized connection or reconnection. Each utility must keep complete records of all service interruptions.

A utility may not disconnect any customer for failure to pay for merchandise or service unrelated to utility service, even if the utility provides that merchandise or those services. A utility may not disconnect any customer for a previous occupant's failure to pay. Other prohibitions are set out in P.U.C. SUBST. R. 23.46(d) and must be followed. To ensure compliance with these regulations, utilities must obtain a complete copy of the Substantive Rules.

Utility personnel must be available to make collections and to reconnect service on the day of and the day after any disconnection made other than at the customer's request or for a hazardous condition.

No utility may abandon any customer or any portion of its service area without prior written notice to affected customers and neighboring utilities and prior Commission approval.

Customer Deposits: A residential applicant shall not be required to make a deposit if he or she can demonstrate a satisfactory credit rating by means of generally acceptable credit cards, letters of credit reference, names of readily available credit references or ownership of substantial equity. Neither shall an applicant be required to make a deposit if he or she can furnish a satisfactory guarantee, has been a water utility customer for one of the two

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previous years with but one delinquency and no disconnection for unpaid bills, or is 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 the deposit policy is applied in a uniform and nondiscriminatory manner. A commercial customer may be required to pay a deposit if unable satisfactorily to establish credit.

The utility must keep a record of each deposit, issue a receipt for it, and pay at least 6 percent annual interest thereon. The amount of any deposit may not exceed 1/6 of that customer's estimated annual bill. The utility must automatically refund the deposit plus accrued interest to any residential customer who has paid service bills for 12 consecutive months without having service disconnected for nonpayment and without having more than two occasions in which a bill was delinquent. The refund need not be made if payment on the current bill is delinquent.

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 or her meter tested without charge in his or her 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. The utility must keep proper records of all meters and tests. No meter may be placed in service until its accuracy has been established.

Payment Assistance: Utilities must offer, upon request, a deferred payment plan to any residential customer who has expressed an inability to pay all of his or her bill, if that customer has not received two or more termination notices during the previous 12 months. The provisions of such plans are set forth completely in P.U.C. SUBST. R. 23.45(c). Utilities must also offer disconnection moratoriums for persons unable to pay their bills due to illness. All termination notices must clearly inform customers of these and other payment assistance alternatives.

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The P.U.C. Substantive rules also contain provisions regarding additional deposits, complaint procedures, over-and under-billing and other service-related matters. These regulations are set forth in the Substantive Rules. In order to provide legally adequate service, a utility must obtain a copy of these rules from the Commission.

SECTION C: EXTENSION POLICY:

No contribution in aid of construction may be required of any customer except as provided for in the utility's extension policy which is subject to Commission approval. Any extension policy must be consistent and nondiscriminatory. Individual residential customers shall not be required to make contributions in aid of construction for production, storage, treatment, or transmission facilities. If the extension policy so provides, developers of property to be subdivided into five or more serviceable lots may be required to make such contributions in amounts necessary to furnish the development with facilities which meet Texas Department of Health standards.

WATER RATIONING PLAN:

Each water utility must adopt and follow the Commission's standard water rationing plan or must submit an alternative plan for Commission approval.

QUALITY OF SERVICE:

Each water utility must plan, furnish, operate, 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 customer uses. Minimum residual pressure at the consumer meter shall be 20 psi during periods of peak usage and 35 psi during normal operating conditions. A utility's water must be approved by the Texas Department of Health.

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Each sewer utility's facilities must be adequate to meet all normal demands for service and to provide a reasonable reserve for emergencies.

Questions: Questions regarding the Commission's Rules and Regulations may be directed to the Commission's Consumer Affairs Division, 7800 Shoal Creek Boulevard, Austin, Texas, (512) 458-0223.

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