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WATER UTILITY TARIFF FOR

Pauline Brieden Strunk and Gus Brieden dba

Gusville Mobile Home Park (Utility Name)

Devine, Texas 78016 (City, State, Zip Code)

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

<u>12292</u>

This tariff is effective in the following counties:

<u>Medina</u>

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

None

This tariff is effective in the following subdivisions or systems: Gusville Mobile Home Park (PWS #1630031)

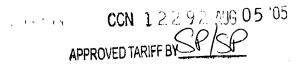
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APPENDIX B -- APPLICATION FOR SERVICE

TEXAS COMM. ON ENVIRONMENTAL QUALITY



285 PR7615 (Business Address)

(830) 665-9110 (Area Code/Telephone) Gusville Mobile Home Park

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Water Tariff Page No. 2 Revision Date <u>4 /1 /98</u>

SECTION 1.0 - RATE SCHEDULE

Section 1.01 - Rates	
Monthly Base Rate	
Meter Size	Gallonage Charge
5/8" or 3/4" \$0.00_ (INCLUDING GALLONS)	\$5.00_ per 1000 gallons same for all meter sizes
REGULATORY ASSESSMENT A REGULATORY ASSESSMENT, EQUAL TO ONE PERCENT OF THE CHA WATER SERVICE ONLY, SHALL BE COLLECTED FROM EACH RETAIL O	ARGE FOR RETAIL
Section 1.02 - Miscellaneous Fees	
TAP FEE THE TAP FEE IS BASED ON THE AVERAGE OF THE UTILITY'S ACTUAL AND LABOR FOR STANDARD RESIDENTIAL CONNECTION OF 5/8" or 3/4	COST FOR MATERIALS
RECONNECTION FEE the reconnect fee will be charged before service can be r to a customer who has been disconnected for the following	
 a) Non payment of bill (Maximum \$25.00) b) Customer's request or other reasons listed under section 2.0 of this tag 	\$0.00_
TRANSFER FEE THE TRANSFER FEE WILL BE CHARGED FOR CHANGING AN ACCOUNT THE SAME SERVICE LOCATION WHERE THE SERVICE IS NOT DISCONN	T NAME AT
LATE CHARGE	AY NOT BE APPLIED
RETURNED CHECK CHARGE	\$25.00_
CUSTOMER DEPOSIT (Maximum \$50)	\$0.00_
METER TEST FEE (actual cost of testing the meter up to) . THIS FEE MAY BE CHARGED IF A CUSTOMER REQUESTS A SECOND M TWO YEAR PERIOD AND THE TEST INDICATES THAT THE METER IS RE	IETER TEST WITHIN A
RATES LISTED ARE EFFECTIVE ONLY IF THIS PAGE HAS TNRCC APPROVAL STAMP	TEXAS NATURAL RESOURCE CONSERVATION COMMISSION

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APPROVED Date <u>31198</u> Dochet <u>31974-C</u> File <u>12292</u> By DE <u>Jon</u> TARIFF CLERK

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SECTION 2.0 - SERVICE RULES AND REGULATIONS

Section 2.01 - Texas Natural Resource Conservation Commission Rules

The utility will have the most current Texas Natural Resource Conservation Commission Rules, Chapter 291, Water Rates, available at its office for reference purposes. The Rules and this tariff shall be available for public inspection and reproduction at a reasonable cost. The latest Rules or Commission approved changes to the Rules supersede any rules or requirements in this tariff.

Section 2.02 - Application for and Provision of Water Service

All applications for service will be made on the utility's standard application or contract form (attached in the Appendix to this tariff) and will be signed by the applicant before water service is provided by the utility. A separate application or contract will be made for each service location.

After the applicant has met all the requirements, conditions and regulations for service, the utility will install tap, meter and utility cut-off valve and/or take all necessary actions to initiate service. The utility will serve each qualified applicant for service within 5 working days unless line extensions or new facilities are required. If construction is required to fill the order and if it cannot be completed within 30 days, the utility will provide the applicant with a written explanation of the construction required and an expected date of service.

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

The customer will be responsible for furnishing and laying the necessary customer service pipe from the meter location to the place of consumption. Customers may be required to install a customer owned cut-off valve on the customer's side of the meter or connection.

Section 2.03 - Refusal of Service

The utility may decline to serve an applicant until the applicant has complied with the regulations of the regulatory agencies (state and municipal regulations) and for the reasons outlined in the TNRCC Rules. In the event that the utility refuses to serve an applicant, the utility will inform the applicant in writing of the basis of its refusal. The utility is also required to inform the applicant a complaint may be filed with the Commission.

Section 2.04 - Customer Deposits

If a residential applicant cannot establish credit to the satisfaction of the utility, the applicant may be required to pay a deposit as provided for in Section 1.02 of this tariff. The utility will keep records of the deposit and credit interest in accordance with TNRCC Rules.

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Gusville Mobile Home Park

SECTION 2.0 - SERVICE RULES AND REGULATIONS (CONT.)

Section 2.04 - Customer Deposits (cont.)

Residential applicants 65 years of age or older may not be required to pay deposits unless the applicant has an outstanding account balance with the utility or another water or sewer utility which accrued within the last two years.

Nonresidential applicants who cannot establish credit to the satisfaction of the utility may be required to make a deposit that does not exceed an amount equivalent to one-sixth of the estimated annual billings.

Refund of deposit - If service is not connected, or after disconnection of service, the utility will promptly refund the customer's deposit plus accrued interest or the balance, if any, in excess of the unpaid bills for service furnished. The utility may refund the deposit at any time prior to termination of utility service but must refund the deposit plus interest for any customer who has paid 18 consecutive billings without being delinquent.

Section 2.05 - Meter Requirements, Readings, and Testing

All water sold by the utility will be billed based on meter measurements. The utility will provide, install, own and maintain meters to measure amounts of water consumed by its customers. One meter is required for each residential, commercial or industrial facility in accordance with the TNRCC Rules.

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

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

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SECTION 2.0 - SERVICE RULES AND REGULATIONS (CONT.)

Section 2.06 - Billing

Bills from the utility will be mailed monthly unless otherwise authorized by the Commission. The due date of bills for utility service will be at least sixteen (16) days from the date of issuance. The postmark on the bill or, if there is no postmark on the bill, the recorded date of mailing by the utility will constitute proof of the date of issuance. Payment for utility service is delinquent if full payment, including late fees and the regulatory assessment, is not received at the utility or the utility's authorized payment agency by 5:00 p.m. on the due date. If the due date falls on a holiday or weekend, the due date for payment purposes will be the next work day after the due date.

A late penalty of either \$2.00 or 5.0% will be charged on bills received after the due date. The penalty on delinquent bills will not be applied to any balance to which the penalty was applied in a previous billing. The utility must maintain a record of the date of mailing to charge the late penalty.

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

In the event of a dispute between a customer and a utility regarding any bill for utility service, the utility will conduct an investigation and report the results to the customer. If the dispute is not resolved, the utility will inform the customer that a complaint may be filed with the Commission.

Section 2.07 - Service Disconnection

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

The utility is encouraged to offer a deferred payment plan to a customer who cannot pay an outstanding bill in full and is willing to pay the balance in reasonable installments. However, a customer's utility service may be disconnected if a bill has not been paid or a deferred payment agreement entered into within 26 days from the date of issuance of a bill and if proper notice of termination has been given.

Notice of termination must be a separate mailing or hand delivery in accordance with the TNRCC Rules.

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SECTION 2.0 - SERVICE RULES AND REGULATIONS (CONT.)

Section 2.07 - Service Disconnection (cont.)

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

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

Section 2.08 - Reconnection of Service

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

Section 2.09 - Service Interruptions

The utility will make all reasonable efforts to prevent interruptions of service. If interruptions occur, the utility will re-establish service within the shortest possible time. Except for momentary interruptions due to automatic equipment operations, the utility will keep a complete record of all interruptions, both emergency and scheduled and will notify the Commission in writing of any service interruptions affecting the entire system or any major division of the system lasting more than four hours. The notice will explain the cause of the interruptions.

<u>**Prorated Bills**</u> - If service is interrupted or seriously impaired for 24 consecutive hours or more, the utility will prorate the monthly base bill in proportion to the time service was not available to reflect this loss of service.

Section 2.10 - Quality of Service

The utility will plan, furnish, and maintain production, treatment, storage, transmission, and distribution facilities of sufficient size and capacity to provide a continuous and adequate supply of water for all reasonable consumer uses. Unless otherwise authorized by the Commission, the utility will maintain facilities as described in the TNRCC Rules or in the Texas Natural Resource Conservation Commission's "Rules and Regulations for Public Water Systems."

Section 2.11 - Customer Complaints and Disputes

If a customer or applicant for service lodges a complaint, the utility will promptly make a suitable investigation and advise the complainant of the results. Service will not be disconnected pending completion

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SECTION 2.0 - SERVICE RULES AND REGULATIONS (CONT.)

Section 2.11 - Customer Complaints and Disputes (cont.)

of the investigation. If the complainant is dissatisfied with the utility's response, the utility must advise the complainant that he has recourse through the Texas Natural Resource Conservation Commission complaint process. Pending resolution of a complaint, the commission may require continuation or restoration of service.

The utility will maintain a record of all complaints which shows the name and address of the complainant, the date and nature of the complaint and the adjustment or disposition thereof, for a period of two years after the final settlement of the complaint.

SECTION 2.20 - SPECIFIC UTILITY SERVICE RULES AND REGULATIONS

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

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SECTION 3.0 - EXTENSION POLICY

Section 3.01 - Standard Extension Requirements

LINE EXTENSION AND CONSTRUCTION CHARGES. No contribution in aid of construction may be required of any customer except as provided for in this approved extension policy.

The customer will be given an itemized statement of the costs, options such as rebates to the customer, sharing of construction costs between the utility and the customer, or sharing of costs between the customer and other applicants prior to beginning construction.

The utility will bear the full cost of any oversizing of water mains necessary to serve other customers in the immediate area. The individual residential customer shall not be charged for any additional production, storage, or treatment facilities. Contributions in aid of construction <u>may not be required</u> of individual residential customers for production, storage, treatment or transmission facilities unless otherwise approved by the Commission under this specific extension policy.

COST UTILITIES SHALL BEAR. Within its certificate area, the utility will pay the cost of the first 200 feet of any water main or distribution line necessary to extend service to an individual residential customer within a platted subdivision. However, if the residential customer requesting service purchased the property after the developer was notified of the need to provide facilities to the utility, the utility may charge for the first 200 feet. The utility must also be able to document that the developer of the subdivision refused to provide facilities compatible with the utility's facilities in accordance with the utility's approved extension policy after receiving a written request from the utility.

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

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SECTION 3.20 - SPECIFIC UTILITY EXTENSION POLICY

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

Residential customers not covered under Section 3.01 will be charged the equivalent of the costs of extending service to their property from the nearest transmission or distribution line even if that line does not have adequate capacity to serve the customer. However, if the customer places unique, non-standard service demands upon the system, the customer may be charged the full cost of extending service to and throughout their property, including the cost of all necessary transmission and storage facilities necessary to meet the service demands anticipated to be created by that property.

Developers will be required to provide contributions in aid of construction in amounts sufficient to furnish the development with all facilities necessary to provide for reasonable local demand requirements and to comply with Texas Natural Resource Conservation Commission minimum design criteria for facilities used in the production, transmission, pumping, or treatment of water or Texas Natural Resource Conservation Commission minimum requirements. For purposes of this subsection, a developer is one who subdivides or requests more than two meters on a piece of property. Commercial, industrial, and wholesale customers will be treated as developers.

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SECTION 4.0 -- DROUGHT CONTINGENCY PLAN (Utility must attach copy of TCEQ approved Drought Contingency Plan)

TEXAS COMM. ON ENVIRONMENTAL QUALITY

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DROUGHT CONTINGENCY PLAN FOR THE **INVESTOR OWNED UTILITY**

GUSVILLE MOBILE HOME PARK 285 PR7615 **DEVINE, TEXAS 78016**

RECEIVED JUL 11 2005 WATER RIGHTS PERMITTING

12292 CCN# 48020 **PWS ID # 1630031**

Section 1 **Declaration of Policy, Purpose, and Intent**

In cases of extreme drought, periods of abnormally high usage, system contamination, or extended reduction in ability to supply water due to equipment failure, temporary restrictions may be instituted to limit non-essential water usage. The purpose of the Drought Contingency Plan is to encourage customer conservation in order to maintain supply, storage, or pressure or to comply with the requirements of a court, government agency or other authority.

We, Gos R. Brieden and Damela Jeffers-Brieden, being

the responsible officials for Gusville Mobile Home Park, request a minor tariff amendment to include the enclosed Drought Contingency Plan.

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Section 2 Public Involvement

Opportunity for the public to provide input into the preparation of the Plan was provide by scheduling and providing public notice of a public meeting to accept input on the Plan. The meeting took place at 1:30 p.m. at Gusville's office and 7 p.m., July 7, 2005, at the ClubHouse of Gusville Mobile Home Park.

Section 3 Public Education

The <u>Gusville Mobile Home Park</u> will periodically provide the public with information about the Plan, including information about the conditions under which each state of the Plan is to be initiated or terminated and the drought response measure to be implemented in each stage.

Drought plan information will be provided by utility bill inserts, announcement at entrance, and/or phone calls.

Section 4 Coordination with Regional Water Planning Groups

The service area of the <u>Gusville Mobile Home Park</u> is located within Regional Water Planning Group (RWPG) <u>L</u>.

Gusville Mobile Home Park has mailed a copy of this Plan to the RWPG.

Section 5 Notice Requirements

Written notice will be provided to each customer **prior to implementation or termination of each stage of the water restriction program.** Mailed notice must be given to each customer 72 hours prior to the start of water restriction. If notice is hand delivered, the utility cannot enforce the provisions of the plan for 24 hours after notice is provided. The written notice to customers will contain the following information:

- 1. the date restrictions will begin,
- 2. the circumstances that triggered the restrictions,
- 3. the stages of response and explanation of the restrictions to be implemented, and,
- 4. an explanation of the consequences for violations. TEXAS COMM. ON ENVIRONMENTAL CUALITY

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The utility must notify the TCEQ by telephone at (512) 239-6020, or electronic mail at <u>watermon@TCEQ.state.tx.us</u> prior to implementing Stage III and <u>must notify in</u> <u>writing the Public Drinking Water Section at MC-155, P.O. Box 13087, Austin, Texas</u> <u>78711-3087 within five (5) working days</u> of implementation including a copy of the utility's restriction notice. The utility must file a status report of its restriction program with the TCEQ at the initiation and termination of mandatory water use restriction Stage IV.

Section 6 Violations

1. First violation

The customer will be notified by written notice of their specific violation.

- 2. Subsequent violations
 - a. After written notice, the utility may install a flow-restricting device in the line to limit the amount of water that will pass through the meter in a 24-hour period. The utility may charge the customer for the actual cost of installing and removing the flow-restricting device, not to exceed \$50.00.
 - After written notice, the utility may discontinue service at the meter for a period of seven (7) days, or until the end of the calendar month, whichever is LESS. The normal reconnect fee of the utility will apply for restoration of service.

Section 7 Exemptions or Variances

The utility may grant any customer an exemption or variance from the drought contingency plan for good cause **upon written request.** A customer who is refused an exemption or variance may appeal such action of the utility in writing to the Texas Commission of Environmental Quality. The utility will treat all customers equally concerning exemptions and variances, and shall not discriminate in granting exemptions and variances. No exemption or variance shall be retroactive or otherwise justify any violation of this Plan occurring prior to the issuance of the variance.

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Section 8 Response Stages

Unless there is an immediate and extreme reduction in water production, or other absolute necessity to declare an emergency or severe condition, the utility will initially declare Stage I restrictions. If, after a reasonable period of time, demand is not reduced enough to alleviate outages, reduce the risk of outages, or comply with restrictions required by a court, government agency or other authority, Stage II may be implemented with Stage III to follow if necessary.

STAGE I – UTILITY AWARENESS

STAGE 1 - Will be in effect 365 days a year.

RV areas will be checked at time of hookup and weekly for leaks. Master meter will be read seven days a week. If reading is higher than normal for three (3) consecutive days, utility will make effort to find leak and customers will be notified by phone and by sign at the entrance of park to read their meters as an indication that they may have a leak. The utility will do a monthly review of bills and contact customers with high usage.

Goal is to reduce water usage by three percent.

STAGE II – CUSTOMER AWARENESS

Stage 2 will begin:

Every May water bill will include a public announcement to customers asking them to conserve water. A copy of notice to TCEQ is required.

Stage 2 will end:

Every October bill will include a public announcement to customers A copy of notice to TCEQ is required.

& Second water Source is purchased water. Utility Measures:

Historically, our water usage increases as soon as school is out for the summer.

TEXAS COMM. ON ENVIRONMENTAL QUALITY

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This announcement will be designed to increase customer awareness of water conservation and encourage the most efficient use of water especially during this time when the weather is hot and children are out of school. A copy of the current public announcement on water conservation awareness shall be kept on file available for inspection by the TCEQ.

Voluntary Water Use Restrictions:

Water customers are requested to voluntarily limit the use of water for nonessential purposes and to practice water conservation.

Goal is to reduce the consumption of water by seven percent.

STAGE III – VOLUNTARY WATER CONSERVATION

The water utility will implement Stage 3 when the total daily demand is 18,500 gallons or greater for three consecutive days.

Upon initiation and termination of Stage 3, Customers will be notified by water bill insert, phone and/or by announcement at park entrance. Notice to TCEQ is required.

Requirements for termination

Stage 3 of the plan may end when the water usage drops below 18,500 gallons for three consecutive days. Upon termination of Stage 3, Stage 2 becomes operative.

Utility Measures:

Utility will inspect lines, repair leaks, and read meters. Customers will be advised to check for leaks and read their meters. We will contact anyone with an abnormally high water bill.

Voluntary Water Use Restrictions:

Outside watering will be limited to the hours of 8 PM to 10 AM and customers are requested to water lawns no more often than every third day. Irrigation of landscape with a hand-held hose or 5-gallon water can is allowed. Customers are

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requested not to wash vehicles or fill pools. Customers are requested to check for leaks and voluntarily reduce water consumption by 10 percent.

STAGE IV MANDATORY WATER USE RESTRICTIONS:

The water utility will implement Stage 4 when any one of the following conditions exists.

- 1. The water level of the storage tanks cannot be replenished over night.
- 2. There is failure or imminent failure of any major component of the system.
- 3. This is an unforeseen event that could cause imminent health or safety risks to the public.

Upon initiation and termination of Stage 4, the utility will hand deliver and/or post a sign at the entrance of the park to make this announcement to its customers. Notice to TCEQ is required.

Requirement for termination

Stage 4 of the Plan may end when all the circumstances listed as triggering events have ceased to exist for five (5) consecutive days. Upon termination of Stage 4, Stage 3 becomes operative.

Utility Measures

Water will be used only for purposes of protecting health and safety of customers. Meters will be read as often as necessary to insure compliance with this program. Flushing of mains will be limited to maintaining public health and welfare.

Mandatory Water Use Restrictions:

All outdoor use of water is prohibited. Customers will be asked to restrict water usage inside their homes to a minimum.

Violations

Violations will be handled according to Section 6 of this Plan. TEXAS COMM. ON ENVIRONMENTAL OF ALITY Goal is to reduce water consumption by 25 percent.

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