



## Filing Receipt

**Received - 2022-01-28 10:28:51 AM**

**Control Number - 53075**

**ItemNumber - 45**

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

BOCA CHICA WATER SUPPLY, INC. P.O. BOX 3632
(Utility Name) (Business Address)

BROWNSVILLE TEXAS 78520 512/831-4465
(City) (State) (Zip) (Area Code) Phone

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

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):

Table with 3 columns: Section, Description, Page. Includes sections A (Rate Schedule), B (Service Rules and Regulations), and C (Extension Policy).

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Appendix PUBLIC UTILITY COMMISSION OF TEXAS APPROVED 7/83 OCT 22 '82 DOCKET BY THE COMMISSION TARIFF CLERK

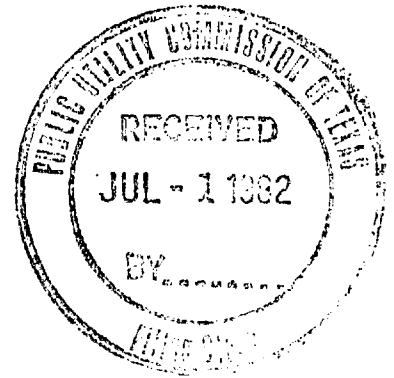
The Appendix contains a sample of each service agreement form used by the above utility and a condensation of Substantive Rules of the Commission.

EFFECTIVE: June 1, 1982

PROPOSED RATE CHANGES

FOR

BOCA CHICA WATER SUPPLY, INC.



(A) MINIMUM MONTHLY RATE

<u>SIZE OF METER</u>	<u>FEE</u>
1/2" & 5/8"	\$20.00 per initial 3,000 gallons \$2.00 per each additional 1,000 gallons
1"	\$30.00 per initial 5,000 gallons \$2.00 per each additional 1,000 gallons
2"	\$70.00 per initial 20,000 gallons \$2.00 per each additional 1,000 gallons
4"	\$200.00 per initial 50,000 gallons \$2.00 per each additional 1,000 gallons
6"	\$500.00 per initial 100,000 gallons \$2.00 per each additional 1,000 gallons

(B) METER DEPOSIT

BOCA CHICA WATER SUPPLY, INC. will impose a meter deposit on all customers pursuant to Article 052.02.04.045 of the substantive rules of the Texas Public Utility Commission.

(C) TAP FEE

<u>SIZE OF METER</u>	<u>FEE</u>
(1) 5/8" & 3/4"	Not to exceed \$300.00
(2) 1"	actual cost
(3) 2"	actual cost
(4) 4"	actual cost
(6) 6"	actual cost

(D) BOCA CHICA WATER SUPPLY, INC. will charge a re-connect fee of \$25.00 to all customers whose service is disconnected because of non-payment or who are found to be in violation of the substantive rules of Texas Public Utility Commission.

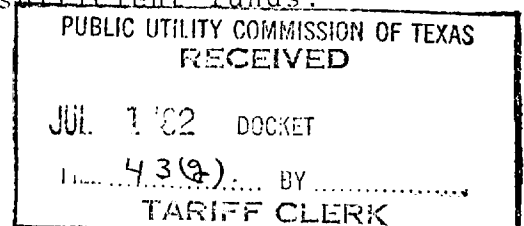
(E) BAD CHECK CHARGE

BOCA CHICA WATER SUPPLY, INC. will charge a service charge fee of \$10.00 for each returned check due to insufficient funds.

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SECTION B SERVICE RULES AND REGULATIONS

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BOCA CHICA WATER SUPPLY, INC. operates under the substantive rules of the Texas Utility Commission.

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and mail it to the Commission for a filing stamp. List the Revision Number \_\_\_\_\_. The Commission will review it, stamp and return it, or send a tariff change form for more data (all public notice provisions on the tariff change form must be followed).

*(Name of Water 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.

BOCA CHICA WATER SUPPLY, INC. will install water service to the consumer or customer at the expense of the consumer or customer as per the specifications of BOCA CHICA WATER SUPPLY, INC.



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APPENDIX: CONDENSED SUBSTANTIVE SERVICE RULES

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

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

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

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

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

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

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*This condensation was revised 8-28-80 and does not incorporate changes of Substantive Rules made after 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 deposit, 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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# Public Utility Commission of Texas



George M. Cowden  
Chairman

H. M. Rollins  
Commissioner

Garrett Morris  
Commissioner

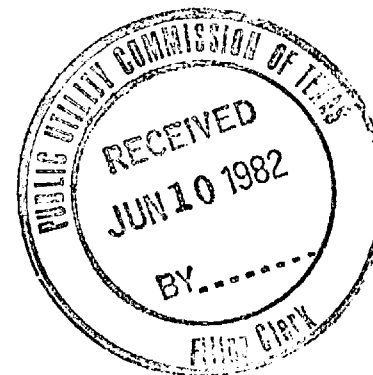
## EMERGENCY WATER RATIONING PROGRAM

Enclosed is a rationing plan which your utility may want to adopt. This plan has been developed by the Public Utility Commission Staff and will be placed with your tariff if you chose to adopt it. Simply return five (5) copies after filling in the name of your utility at the top of each page.

In the event this suggested plan is modified by the utility, the rationing plan submitted by the utility cannot be implemented until it has been reviewed and approved by the Commission as required by Article 1446c, Section 58, V.A.C.S.

If your utility wants to use this rationing plan, you may begin rationing three (3) days after giving notice to your customers and returning five (5) copies of this plan, together with your notice to customers, to the Public Utility Commission.

WATER UTILITY SECTION  
PUBLIC UTILITY COMMISSION  
OF TEXAS



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An Equal Opportunity/Affirmative Action Employer

7800 Shoal Creek Boulevard • Suite 400N • Austin, Texas 78757 • 512/458-0100



SECTION 1 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:

STAGE I (mild rationing conditions): Alternate day usage of water for outdoor purposes such as lawns, gardens, 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;

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SECTION 1 Emergency Rationing Program

(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.

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 of 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.

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Public Utility Commission  
Emergency Water Rationing Program Director  
7800 Shoal Creek Boulevard  
Suite 400N  
Austin, TX 78757

Attached is a copy of the standard Public Utility Commission Emergency Water Rationing tariff submitted for your approval and inclusion in this company's tariff.

I understand that all customers must be notified in writing at least 72 hours before implementation of the Emergency Water Rationing Plan. The Public Utility Commission will be provided a copy of the written notice provided to the customers (which will include a copy of the approved tariff) before this plan is implemented. The customer notification will also clearly state which stage of the Emergency Water Rationing Plan will be implemented and the beginning date.

I agree to administer the Emergency Water Rationing Plan in accordance with the attached tariff.

Ramon Sanchez 4-26-82  
signature - PRESIDENT date

BOCA CHICA WATER SUPPLY, INC.  
Company name

P.O. BOX 3632  
Company address

BROWNSVILLE, TEXAS 78521

512/831-4465  
Area Code/Telephone number

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EMERGENCY WATER RATIONING PLAN EXEMPTION/VARIANCE NOTICE TO THE PUBLIC UTILITY COMMISSION

Company name: BOCA CHICA WATER SUPPLY, INC.  
Operator/Owner: BOCA CHICA WATER SUPPLY, INC.  
Address: P.O. BOX 3632  
BROWNSVILLE, TEXAS 78521  
Telephone: 512/831-4465

An exemption and/or variance to Stage I of the Emergency Water Rationing tariff on file for the above company has been granted to:

Name: ANTHONY DE PONCE  
Business Name (if applicable): \_\_\_\_\_  
Address: BOCA CHICA STAR RT. 98  
BROWNSVILLE, TEXAS 78521  
Effective Date: \_\_\_\_\_

for the following reason(s):

A hardship will be imposed on Anthony De Ponce if an exemption  
is not granted.

Ramiro Sanchez 4-26-82  
Signature date

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