



## Filing Receipt

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**Control Number - 53075**

**ItemNumber - 476**

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, Texa. 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.

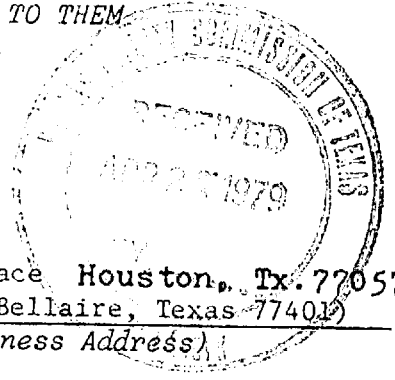
UTILITY EMPLOYEES SHALL LEND ASSISTANCE TO ANYONE INQUIRING OR SEEKING INFORMATION AND AFFORD TO THEM AN OPPORTUNITY TO EXAMINE THIS TARIFF.

COMBINED WATER AND SEWER UTILITY TARIFF

for

SOUTHWEST ENVIRONMENTAL SYSTEMS, INC.  
(Utility Name)

6319 Skyline Place Houston, Tx. 77057  
(P.O. Box 338, Bellaire, Texas 77401)  
(Business Address)



<u>Houston</u> (City)	<u>Texas</u> (State)	<u>77057</u> (Zip)	<u>713/783-6611</u> (Area Code) Phone
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The above utility operates a sewer system in the following counties: Harris

and the following cities, unincorporated towns and subdivisions (if any): N/A

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
<u>A</u> <u>Rate Schedule</u>	<u>2</u>
<u>B</u> <u>Service Rules and Regulations</u>	<u>3</u>
<u>C</u> <u>Extension Policy</u>	
<u>Appendix</u>	

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

**SECTION A RATE SCHEDULE**

1.01 Commercial, Business and Mobile Home Parks		
A. Water		
Minimum Rate (includes 20,000 gal. usage)		\$30.00/month
Per 1,000 gal. for usage over 20,000 gal.		1.50/1,000 gal.
Reconnect Fee		10.00
Tap Fee		(Priced on individual cost basis)
B. Sewer With Water		
Minimum Rate		\$20.00/month
Tap and Inspection		(Priced on individual cost basis)
C. Sewer Only - Commercial and Business		
Minimum Rate (includes 20,000 gal. flow)		\$30.00/month
Per 1,000 gal. for usage of 20,000 gal.		1.00/1,000 gal.
Sewer Tap and Inspection		(Priced on individual cost basis)
D. Sewage Only - Mobile Home Parks		
Rate per Mobile Home Unit, based on monthly average		\$ 6.00/month
Sewage Tap and Inspection		(Priced on individual cost basis)
1.02 Residential		
A. Water (with or without Sewer)		
Minimum Water Rate (includes 9,000 gal. usage)		\$10.00/month
Sewage (Flat Rate)		8.00/month
Per 1,000 gal. for usage over 9,000 gal.		1.00/1,000 gal.
Tap Fee, Water		250.00
Tap Fee, Sewer		250.00
B. Sewer Only		
Flat Rate		\$10.00/month
Sewer Tap and Inspection Fee		250.00
1.03 Other Charges		
A. Return Check Service Charge		\$ 5.00
B. Meter Check (second within 4 years and meter proved valid)		15.00
C. Late Payment (non-residential)		5%
D. Reconnect Fee		10.00

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and mail it to the Commission for a filing stamp. List the Revision Number \_\_\_\_\_.  
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SECTION   B     SERVICE RULES AND REGULATIONS  

2.01 Estimated Wastewater Flows

Where estimated flows are used, the Design Criteria of the Texas Department of Health will be used for categories listed, see Exhibit I. Where no listing exists, Exhibit II will apply.

2.02 New Taps and Services

A. Corporation Water Main in Place on User Property

After proper application is made by user and receipt by the Corporation of tap fees, the Corporation shall effect the installation of a standard water tap at a mutually agreeable point. In the event the Corporation water main does not have sufficient capacity to serve the new applicant with water service without reducing service to existing users below regulatory standards, the applicant shall in addition to paying the regular tap fee, pay for such additional facilities and may be required to provide the service and any facilities so provided shall be the property of the Corporation.

B. Corporation Water Main Not on User Property

In the event an applicant desires water service on a property which does not currently have Corporation water mains in place, the applicants, in addition to paying the appropriate tap fee, shall pay for additional facilities as may be required to provide the service and any facilities so provided shall be the property of the Corporation.

In those instances where water main has been located in the Public Right-of-Way adjacent to the applicant's property due to the applicant's previous refusal to grant easement to the Corporation for the purpose of installing the water main and appurtenances, the applicant, prior to receiving the requested service, shall grant easement to the Corporation and shall pay to the Corporation, in addition to the standard tap fee, such sums as are necessary for the removal of the water main from the Public Right-of-Way to the applicant's property.

C. 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 Corpora-

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SECTION 9 SERVICE REGULATIONS

tion, the engineer will be selected by the Corporation and applicant and the latter will bear all expenses incurred from these services.

D. Payment of Amounts Due

Every applicant who previously has been a customer of the Corporation and whose service has been discontinued for nonpayment of bills shall be required, before service is rendered, to pay all delinquent amounts due or enter into an agreed upon deferred payment plan.

E. Requests for Non-Standard Service

If an applicant requires other than the standard service and tap provided by the Corporation, such applicant will be required to pay all expenses incurred by the Corporation in excess of the expense that would be incurred in providing the standard service and tap.

F. Refusal of Service

1. Compliance by Applicant

The Corporation may decline to serve an applicant until such applicant has complied with the state and municipal regulations and approved rules and regulations of the Corporation on file with Commission governing the service applied for or for the following reasons:

- a) Applicant's facilities inadequate: If the applicant's installation or equipment is known to be hazardous or of such character that satisfactory service cannot be given.
- b) For indebtedness: If the applicant is delinquent in payments to utility for service.
- c) Violation of Corporation's rules pertaining to operation of non-standard equipment or unauthorized attachments which interfere with the service of others.
- d) If the Corporation, in writing, deems it is technically and economically infeasible to serve this applicant.

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(Name of Person Filing)

SECTION 5 SERVICE AND REGULATIONS

2. Applicant's Recourse

In the event that the Corporation shall refuse to serve an applicant under the provisions of these rules, the Corporation must inform the applicant of the basis of its refusal and that the applicant may file a complaint with the Commission thereon.

3. Insufficient Grounds for Refusal to Serve - The following shall not constitute sufficient cause for refusal of service to a present customer or applicant:

- a) Delinquency in payment for service by a previous occupant of the premises to be served.
- b) Failure to pay for merchandise, or charges for nonutility service purchased from the Corporation.
- c) Failure to pay a bill to correct previous underbilling due to misapplication of rates more than six months prior to the date of application.
- d) Failure to pay a bill of another customer as guarantor thereof, unless the guarantee was made in writing to the Corporation as a condition precedent to service.
- e) Failure to pay the bill of another customer at the same address except where the change of customer identity is made to avoid or evade payment of a utility bill.

2.03 Billings

Charges for water service shall be due monthly unless otherwise authorized by the Commission or unless service is rendered for a period of less than one month. Payment of bill is due within fifteen (15) days. A user's water service may be disconnected if the bill has not been paid within twenty (20) days from the date of issuance and if proper notice has been given. Proper notice shall consist of a mailing or hand delivery at least five (5) days prior to a stated date of disconnection. Bills shall be paid by mailing a check or money order to the address noted on the bill on a date that will insure receipt through normal mail, of the payment by the utility on or before the due date.

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SECTION B SERVICE RATES AND REGULATIONS

2.04 Disputed Bills

In the event of a dispute between the customer and the utility regarding any bill, the Corporation shall forthwith make such investigation as shall be required by the particular case, and report the results thereof to the customer.

2.05 Meter Readings (Commercial Only)

- A. Upon receipt of the monthly billing, Corporation shall read user's meter, recording the reading on the billing form along with the correct payment.
- B. As a matter of general practice, service meters shall be read at monthly intervals, and as nearly as possible, on the corresponding day of each meter reading period, but may be read at other than monthly intervals if the circumstances warrant.

2.06 Meter Tests on Request of Customer

The user shall, upon the request of the Corporation, and if he so desires, in his presence or in that of his authorized representative, make without charge a test of the accuracy of the user's meter. The test shall be made during the Corporation's normal working hours at a time convenient to the user. The test shall be made preferably on the user's premises, but may, at the Corporation's discretion, be made at the Corporation's test laboratory. Following the completion of any requested test, the Corporation shall promptly advise the customer of the date of removal of the meter, the date of the test, the result of the test, and who made the test. For second testings of meters, charges may be assessed as per \$1.03 supra.

2.07 Bill Adjustment Due to Meter Error

If any meter is found to be outside of the accuracy standards established by the American Water Works Association, proper correction shall be made of previous readings for the period of six months immediately preceding the removal of such meter from service for test or from the time the meter was in service since last tested, but not exceeding six months, as the meter shall have been shown to be in error by such test, and adjusted bills shall be rendered. No refund is required from the Corporation except to the customer last served by the meter prior to testing. If a meter is found not to register for any period, unless bypassed or tampered with, the Corporation

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SECTION 2.08 DISCONTINUANCE OF SERVICE

shall make a charge for units used, but not metered, for a period not to exceed three months based on amounts used under similar conditions during periods preceding or subsequent thereto, or during corresponding periods in previous years.

2.08 Discontinuance of Service

- A. The due date of the bill for utility service shall not be less than fifteen (15) days after issuance. A bill for utility service is delinquent if unpaid by the due date.
- B. A one-time penalty not to exceed five percent (5%) may be made on delinquent commercial or industrial bills; however, no such penalty shall apply to residential bills under this rule.
- C. A customer's utility service may be disconnected if the bill has not been paid or a deferred payment agreement entered into within twenty (20) days from the date of issuance and if proper notice has been given. Proper notice shall consist of a mailing or hand delivery at least five (5) days prior to a stated date of disconnection.
- D. Utility service may be disconnected for any of the following reasons:
  - 1. Failure to pay a delinquent account or failure to comply with the terms of a deferred payment agreement.
  - 2. Violation of the Corporation's rules pertaining to the use of service in a manner which interferes with the service of others or the operation of non-standard equipment, if a reasonable attempt has been made to notify the customer and the customer is provided with a reasonable opportunity to remedy the situation.
  - 3. Without notice where a known dangerous condition exists for as long as the condition exists.
  - 4. Tampering with the meter or equipment or bypassing same.
- E. Utility service may not be disconnected for any of the following reasons:

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REGULATION CHANGE: D-Discontinued, I-Increase, A-Add, S-Substitute, R-Reduce, C-Change, N-New, O-Other

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SECTION B SERVICE AND REVENUE AS

1. Delinquency in payment for service by the previous occupant of the premises.
  2. Failure to pay for merchandise or charges of nonutility service provided by the utility.
  3. Failure to pay for a different type or class of utility service unless fee for such service is included on the same bill.
  4. Failure to pay the account of another customer as guarantor thereof, unless the Corporation has in writing the guarantee as a condition precedent to service.
  5. Failure to pay charges arising from an underbilling occurring due to any misapplication of rates more than six months prior to the current billing.
  6. Failure to pay charges arising from an underbilling due to any faulty metering, unless the meter has been tampered with or unless such underbilling charges are due under Commission Rule 052.02.04.047(e).
  7. Failure to pay an estimated bill other than a bill rendered pursuant to an approved meter reading plan, unless the Corporation is unable to read the meter due to circumstances beyond its control.
- F. Unless a dangerous condition exists, or unless the customer requests disconnection, service shall not be disconnected on a day or on a day immediately preceding a day when personnel of the Corporation are not available to the public for the purpose of making connections and reconnecting service.
- G. The Corporation may not abandon a customer or a certified service area without written notice to its customers therein and all similar neighboring utilities and approval from the Commission.

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SECTION C EXTENSION POLICY

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

3.01 Extension Policy

It is the policy of the Corporation that all extensions or improvements to facilities required as a result of an application or applications for service, shall be paid for in full by the applicant or applicants for such service, and will include the cost of engineering. Payment received by the Corporation for such extension or improvement shall be in addition to the standard membership and tap fee requirements.

3.02 Rate Modifications

It is the policy of the Corporation to provide service as reasonably as possible; however, from time to time, it may become necessary for the Corporation to raise rates to cover additional cost of operation, maintenance and replacement. Any proposed change in rates will be initially sent to the Commission.

SECTION D MISCELLANEOUS

4.01 Variances

The Corporation reserves the right, subject to the laws and regulations of the State of Texas, to grant variances to this tariff to provide for special or unusual circumstances as it may deem appropriate. No such variance shall constitute a waiver or estop the Corporation from demanding strict compliance with this tariff.

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APPENDIX CONDENSED SUBSTANTIVE SERVICE RULES

*The following paragraphs are condensations of the Substantive Rules of the Public Utility Commission. Every sewer 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 (\$2.95).*

**BILLING** Bills shall be rendered monthly (unless the Commission has specifically authorized otherwise) and should 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 unless provided for in a deferred payment agreement.

**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 5 day personal notice in writing, only for the following: a bill unpaid more than 20 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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APPENDIX CONDENSED SUBSTANTIVE SERVICE RULES (Continued)

APPLICANT DEPOSITS 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 sewer 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 sewer 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 052.02.04.047 - 052.02.04.048 and 052.02.05.053. This condensation was prepared 6-9-78 and does not incorporate changes of Substantive Rules made after that date.*

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Southwest Water Systems, Inc.  
 P.O. Box 500  
 Bellaire, Texas 77601  
 Water & Sewer Tariff  
 April 13, 1979

EXHIBIT I  
 ESTIMATED FLOW GUIDE

The following parameters are generally accepted for design of treatment facilities to serve the types of sources listed below. However, their use, or deviation from their use, must be fully justified in the design report.

<u>Source Classification</u>	<u>Remarks</u>	<u>Daily Sewage Flow - Gallons Per Person *</u>	<u>Daily B.O.D.5 Pounds Per Person</u>
Municipality	Residential	100	0.17**
Subdivision	Residential	100	0.17**
Trailer Park Transient	2-1/2 Persons Per Trailer	50	0.12
Mobile Home Park	3 Persons Per Trailer	100	0.17
Schools	Elementary, High	15	0.04
Recreation Parks	Campers Boaters Swimmers	40 5 10	0.10 0.01 0.03
Factory or Office Building	No Showers	20	0.06
Factory	With Showers	25	0.07
Motor Lodge	With Toilet and Bath	50	0.12
Hospitals	Per Bed	200	0.35
Nursing Homes	Per Bed	90	0.20
Drive-In Theater	Per Car Space	5	0.01
Restaurant	Per Meal Served	5	0.02

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EXHIBIT 11  
 ESTIMATED FLOW GUIDE

<u>PLACE</u>	<u>ESTIMATED SEWAGE FLOW, GALLONS PER DAY</u>
Apartments	250 one bedroom 300 two bedroom 350 three bedroom
Assembly Halls	2 per seat
Bowling Alleys (no food service)	75 per lane
Churches (small)	3-5 per sanctuary seat
Churches (large, with kitchen)	* 5-7 per sanctuary seat
Country Clubs	50 per member
Dance Halls	2 per person
Drive-In Theaters	5 per car space
Factories (no showers)	25 per employee
Factories (with showers)	35 per employee
Food Service Operations	
Ordinary Restaurant (Not 24 - hour)	** 35 per seat at 400 p.p.m. B.O.D.
24 - hour Restaurant	** 50 per seat at 400 p.p.m. B.O.D.
Restaurant along Freeway (24 - hour)	** 70 per seat at 400 p.p.m. B.O.D.
Tavern (very little food service)	** 20 per seat at 400 p.p.m. B.O.D.
Curb Service (drive-in)	** 50 per car space at 400 p.p.m. B.O.D.
Vending Machine Restaurants	* 70 per seat at 200 p.p.m. B.O.D.
Hospitals (no resident personnel)	* 200 per bed
Institutions (resident)	* 100 per person
Laundries (coin-operated)	* 400 per machine
Laundry wastes require special consideration.	Consult District Sanitary Engineer.
Motels	100 per unit
Nursing and Rest Homes	* 100 per person
Office Buildings	20 per employee
Schools — Elementary	* 15 per pupil
Schools — High and Junior High	* 20 per pupil
Service Stations	1000 first bay 500 each additional bay
Shopping Centers (without food service or laundries)	0.1 per square foot of floor space
Subdivisions	400 per home
Swimming Pool (average)	3-5 per swimmer (design load)
With hot water shower	5-7 per swimmer (design load)
Trailer Parks (without service building)	150 per trailer space
With service building	175 per trailer space
Vacation Cottages	50 per person
Youth and Recreation Camps	* 50 per camper

\* — Food Service Wastes included.  
 \*\* — Aeration tanks for these require 48 - hour Detention Period

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**FLOW MEASUREMENT** devices for indicating, recording, and totalizing sewage flow should be provided on all plants over 100,000 gpd capacity. Plants over 25,000 and up to 100,000 gpd capacity should have a recording or totalizing flow measuring device. Time elapsed meters may be utilized on plants of this size where the sewage is pumped.

**FROTH CONTROL EQUIPMENT** should be provided for all plants of 10,000 gpd and over. Such equipment should be operable in all seasons of the year.

**HOSING FACILITIES** for routine flushing of walls and walkways should be provided at all plants over 5,000 gpd. Where water supply is not available, a froth spray pump equipped with hose connections may be used for this purpose.