



## Filing Receipt

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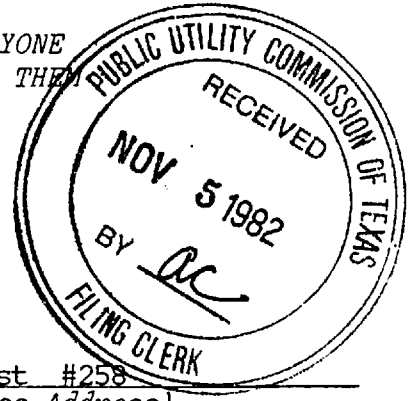
4800

CCN No. 11766

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

Shadybrook, Inc. (Utility Name) 12700 Hillcrest #258 (Business Address)

Dallas (City) Texas (State) 75230 (Zip) (214) 980-9801 (Area Code) Phone

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

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

Tall Trees Subdivision

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):

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PUBLIC UTILITY COMMISSION OF TEXAS APPROVED  
FEB 17 '83 DOCKET  
W-123-2 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.

CCN Pending # 4800

SECTION A RATE SCHEDULE

Monthly minimum bill (3,000 gal.)	\$10.00	N
Volume Charge for consumption in excess of 3,000	1.25/1,000	N
Water Meter installation	Cost not to exceed \$350.000	N

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TO BECOME EFFECTIVE, THIS PAGE MUST CONTAIN A PUBLIC UTILITY COMMISSION FILING STAMP.

If any item of a tariff on file with the Commission is proposed to be changed, use the proper initial in the right-hand column, as follows:

C-Regulation Change; D-Discontinued; I-Increase; N-New; R-Rate reduction; T-Change in text, but no change in rate or regulation

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 B SERVICE RULES AND REGULATIONS

The Company Adopts the Commission's Service Rules

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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.

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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.*

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 desposit, 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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July 28, 1997

Shadybrook, Inc., CCN No. 11766, could not be located to update file. The system's service area was never placed on our maps. The area is now being served by Cypress Springs WSC, which was also known as South Franklin WSC. In contacting the neighboring utilities I could find no further information on the company. The utilities in the surrounding areas never knew the company existed, if it did exist. One utility said a man did service water from a well in the area for a while, but they were not certain that it was Shadybrook, Inc.

Cody Walton