

Filing Receipt

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ATTACHMENT 1

META-GENESIS, INC.

water and sewer utility tariff 43/86 7045-C

FOR 2107-6 LS

META-GENESIS, INC.

The above utility operates a sewer utility system in Travis County, Texas

Any customer dissatisfied with the utility's resolution of a complaint may file a complaint with: The Texas Water Commission, 1700 North Congress, Austin, Texas 78701.

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 from the Commission 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.

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## SECTION 1

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META-GENESIS, INC.

### SECTION 2

#### DEFINITIONS

- 2.01 <u>Customer, User, Consumer:</u> An owner, tenant, occupant or resident of a property which is connected to Utility service lines and who is using the service of the Utility.
- 2.02 Utility: Meta-Genesis, Inc.
- 2.03 Commission: The Texas Water Commission.
- 2.04 Regulatory Authority: Any duly authorized agency or authority having jurisdiction and/or regulatory powers over the operations of the Utility.
- 2.05 <u>Service:</u> The actual delivery of sewer service to a customer, including any and all acts done, rendered or performed in the delivery of sewer service by the Utility.
- 2.06 Applicant: Any person or party owning or occupying property inside the service area of the Utility, who desires service and has made application for same.

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### SECTION 3

### GENERAL PROVISIONS

- 3.01 Statement of Organization: Meta-Genesis, Inc. is operated by Meta-Genesis, Inc. for the purpose of providing utility services to the public. Utility operating policies, rates, tariffs and regulations are formulated and effected in accordance with the rules, regulations and procedures of the Texas Water Commission and other regulatory agencies.
- 3.02 Statement of Non-Discrimination Policy: Service is rendered to all applicants within the Utility s service area who comply with the provisions of this tariff, regardless of race, color, creed, sex, marital status or national origin.
- 3.03 <u>Listing of Counties and Communities Served:</u> The Utility presently serves consumers in Travis County, Texas.

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### 4.01 Sewer Service

## A. Availability

Service under this Rate Schedule shall be available to residential users in accordance with the provisions of Section 5 hereof.

### B. Rate

Minimum Monthly Bill \$15.00 (includes first 2,000 gallons)

Volume charge per 1,000 gallons for usage above 2,000 gallons

\$ 1.96

The gallonage charge shall be calculated based on average winter usage (December through February).

# C. Monthly Bill

The monthly bill shall consist of the applicable minimum monthly bill plus the volume charge times metered water consumption.

Deposit

(See 5.09)

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#### SECTION 5

### 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 Applicant before sewer service is supplied by the Utility. A separate application or contract will be made for each service at each separate location.

## 5.02 New Taps and Service:

- A. Utility Main in Place Abutting User Property: After proper application made by Applicant, Utility shall effect the installation of a standard water connection at a mutually agreeable point.
- B. Utility Main not on or Abutting User Property: In the event an Applicant desires sewer service to property which does not currently have Utility water mains in place, Applicant shall pay the applicable tap fee and deposit. Any facilities so provided shall be the property of the Utility.
- 5.03 Installation: The piping and other equipment past the outlet flange of the meter, on the premises furnished by the Customer will be maintained by the Customer at all times in conformity with the requirements of the Regulatory Authorities and with the Service Rules and Regulations of the Utility. The Customer will bring out his service line to his property line at the point nearest the Utility's existing main. No water service smaller than 5/8" will be connected. On each 5/8" service the Utility will provide a stop and waste cock for use of the Customer. On larger services the Utility will provide a shut-off valve. No service will be connected unless the Customer knows the location of his stop and waste cock or shut-off valve.

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- 5.04 Access to Premises: The Utility will have the right of access to the Customer's premises at all times reasonable for the purpose of installing, inspecting or repairing water mains or other equipment used in connection with its provision of water service, or for the purpose of removing its property and disconnecting lines, and for all other purposes.
- 5.05 Rates: The Customer will be billed monthly for all utilities supplied at applicable current rates as set forth herein under Section 4.
- 5.06 Refusal of Service:
  - A. Compliance by Applicant

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

- (1) 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; or
- (2) For indebtedness: If the applicant is indebted to any utility for the same kind of service as that applied for; provided however, that in the event the indebtedness of the applicant for service is in dispute, the applicant shall be served upon complying with the deposit requirement in Section 23.43 of the Substantive Rules of the Public Utility Commission; or
- (3) Refusal to make deposit: For refusal to make a deposit if applicant is required to make a deposit under these rules.



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B. Applicant's Recourse

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

C. Insufficient Grounds for Refusal to Serve

The following shall not constitute sufficient cause for refusal of service to a present customer or applicant:

- (1) Delinquency in payment for service by a previous occupant of the premises to be served;
- (2) Failure to pay for merchandise, or charges for nonutility service purchased from the utility;
- (3) Failure to pay a bill to correct previous underbilling due to misapplication of rates more than six months prior to the date of application;
- (4) Violation of the utility's rules pertaining to operation of nonstandard equipment or unauthorized attachments which interferes with the service of others, or other services such as communication services, unless the customer has first been notified and been afforded reasonable opportunity to comply with said rules;
- (5) Failure to pay a bill of another customer as grarantor thereof, unless the guarantee was made in writing to the utility as a condition precedent to service; and
- (6) 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.

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# 5.07 Discontinuance of Service:

- A. The due date of the bill for utility service shall not be less than sixteen (16) days after issuance. A bill for utility service 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 due date for payment purposes shall be the next work day after 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.
- С. A customer's utility service may be disconnected if the bill has not been paid or a deferred payment agreement entered into within twenty-six (26) days from the date of issuance and if proper notice has been given. Proper notice shall consist of a separate mailing or hand delivery at least ten (10) days prior to a stated date of disconnection with the words "Termination Notice" or similar language prominently displayed on the notice. The information included in the notice shall be provided in English and Spanish as necessary to adequately inform the customer. mailed, the cutoff day may not fall on a holiday or weekend but shall fall on the next work day after the seventh day. Payment at a utility's authorized payment agency is considered payment to the utility.
- D. Utility service may be disconnected after proper notice for any of the following reasons:
  - Failure to pay a delinquent account for utility service or failure to comply with the terms of a deferred payment agreement;

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- (2) Violation of the utility's rules pertaining to the use of service in a manner which interferes with the service of others or the operation of nonstandard 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) Failure to comply with deposit or guarantee arrangements where required by Section 23.43 of the Substantive Rules of the Texas Water Commission;
- (4) Tampering with the utility company's meter or equipment or bypassing the same; and
- (5) Without notice where a known dangerous condition exists for as long as the condition exists; or where service is connected without authority by a person who has not made application for service or who has reconnected service without authority following termination of service for nonpayment.
- E. Utility service may not be disconnected for any of the following reasons:
  - (1) Delinquency in payment for utility service by a previous occupant of the premises;
  - (2) Failure to pay for merchandise, or charges for 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 utility has in writing the guarantee as a condition precedent to service;

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- (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 Section 23.47 of the Substantive Rules of the Public Utility Commission; and
- (7) Failure to pay an estimated bill other than a bill rendered pursuant of an approved meter reading plan, unless the utility 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 utility are not available to the public for the purpose of making collections and reconnecting service.
- G. No public utility may 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.

## 5.08 Deferred Payment Plan:

It shall be the policy of the utility to work with customers when hardship cases exist. The Utility shall offer upon request a deferred payment plan to any residential customer who has demonstrated a good faith ability to pay a reasonable portion but not all of his/her bill, if that customer has not previously been delinquent at any time during the preceding 12 months in accordance with Section 23.45 (c) of the Substantive Rules of the Texas Water Commission. The plan shall be one-third of the unpaid bill when the deferred payment plan is requested and one-third in 30 days and the final one-third in 60 days. In addition, the customer must pay all subsequent bills by their due date.

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- 5.09 Applicant Deposit: The Utility requires a deposit from each applicant for utility service equal to 1/6 of estimated annual billings unless the applicant establishes satisfactory credit according to the following guidelines.
  - A. Establishment of Credit for Permanent Residential Applicants.
    - 1. The utility may require a residential applicant for service to satisfactorily establish credit, but such establishment of credit shall not relieve the customer from complying with rules for prompt payment of bills. Credit history shall be applied equally for a reasonable period of time to a spouse or former spouse who shared the service. Credit history maintained by one must be applied equally to the other without modification and without additional qualifications not required of the other.
    - 2. Subject to there rules, a residential applicant shall not be required to pay a deposit:
      - (a) If the residential applicant has been a customer of any utility for the same kind of service within the last two years and is not delinquent in payment of any such utility service account and during the last twelve (12) consecutive months of service did not have more than one occasion in which a bill for such utility service was paid after becoming delinquent and never had service disconnected for nonpayment; or
      - (b) If the residential applicant furnishes in writing a satisfactory guarantee to secure payment of bills for the service required; or

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- (c) If the residential applicant demonstrates a satisfactory credit rating by appropriate means, including, but not limited to, the production of generally acceptable credit cards, letters of credit reference, the names of credit references which may be quickly and inexpensively contacted by the utility, or ownership of substantial equity.
- B. Reestablishment of Credit. Every applicant who previously has been a customer of the utility and whose service has been discontinued for nonpayment of bills or meter tampering or bypassing of meter shall be required before service is rendered to pay all amounts due the utility or execute a deferred payment agreement, if offered, and reestablish credit a provided in Section A.
  - 1. In cases of meter tampering or bypassing of meter, water consumed, but not metered, may be estimated by the utility based on amounts used under similar conditions during preceding years. Where no previous usage history exists or is considered unreliable due to meter tampering or bypassing of meter, consumption may be established on the basis of usage levels of similar customers and under similar conditions.
  - 2. The utility will charge for all labor, material and equipment necessary to repair or replace all equipment damaged due to meter tampering or bypassing of meter.
- C. Commercial and Industrial Service. In the case of commercial or industrial service, if the credit of an applicant for service has not been established satisfactorily to the utility, the applicant may be required to make a deposit.

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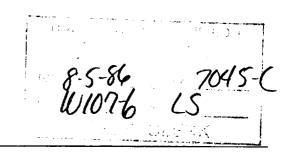
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- D. Amount of Deposit, Interest, and Exemption from Deposit for all Customers.
  - 1. The required deposit shall not exceed an amount equivalent to one-sixth (1/6) of the estimated annual billings. If actual use is at least twice the amount of the estimated billings, a new deposit requirement may be calculated and an additional deposit may be required to be made within two days. If such additional deposit is not made, the utility may disconnect service under the standard disconnection procedure.
  - 2. All applicants for permanent residential service who are sixty-five (65) years of age or older will be considered as having established credit if such applicant does not have an outstanding account balance with the utility or another utility for the same utility service which accrued within the last two years. No case deposit shall be required of such applicant under these conditions.
  - 3. The utility will pay a minimum interest on deposits at an annual rate equal to six percent (6%). If refund of deposit is made within thirth (30)days of the receipt of the deposit, no interest payment is required. If the utility retains the deposit more than thirty (30) days, payment of interest shall be made retroactive to the date of deposit.
    - (a) Payment of the interest to the customer shall be annually if requested by the customer, or at the time the deposit is returned or credited to the customer's account.
    - (b) The deposit shall cease to draw interest on the date it is returned or credited to the customer's account.
- E. Refund of Deposits. Deposits will be refunded to customers under the following circumstances.

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- 1. If service is not connected or after disconnection of service, the utility shall promptly and automatically refund the customer's deposit plus accrued interest or the balance, if any, in excess of the unpaid bills for service furnished. A transfer of service from one premise to another within the service area of the utility shall not be deemed a disconnection within the meaning of these rules, and no additional deposit may be demanded unless permitted by these rules.
- 2. When the customer has paid bills for service for twelve (12) consecutive residential billings or for twenty-four (24) consecutive commercial or industrial billings without having service disconnected for nonpayment of 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, the utility shall promptly and automatically refund the deposit plus accrued interest to the customer in the form of cash or credit to a customer's bill, or void the guarantee. If the customer does not meet these refund criteria the deposit and interest may be retained in accordance with subsection D 3 (a) above.

## 5.10 Billing:

- A. Bills for sewer service shall be rendered monthly unless otherwise authorized by the Commission, or unless service is terminated before the end of a billing cycle. Service initiated less than one week before the next billing cycle may be billed with the following month's bill. Bills shall be rendered as promptly as possible following the reading of meters.
- B. The customer's bill shall show all the following information, if applicable:
  - (1) If the meter is read by the utility, the date and reading of the meter at the beginning and at the end of the period for which the bill is rendered:

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- (2) The number and kind of units metered;
- (3) The applicable rate schedule title or code;
- (4) The total amount due for sewer service;
- (5) The due date of the bill;
- (6) The total amount due after addition of any penalty for nonpayment within a designated period. The terms "gross bill" and "net bill" or other similar terms implying the granting of a discount for prompt payment shall be used only when an actual discount for prompt payment is granted. The terms shall not be used when a penalty is added for nonpayment within a designated period;
- (7) A distinct marking to identify an estimated bill;
- (8) Any conversions from meter reading units to billing units, or any other calculations to determine billing units from recording or other devices, or any other factors used in determining the bill; and
- (9) The information required above shall be arranged so as to allow the customer to readily compute his bill with a copy of the applicable rate schedule which shall be mailed on request to the customer.

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C. When there is good reason for doing so, estimated bills may be submitted provided that an actual meter reading is taken every six months. In months where the meter reader is unable to gain access to the premises to read the meter on regular meter reading trips, or in months where meters are not read, the utility must provide the customer with a postcard and request the customer to read the meter and return the card to the utility. If such postcard is not received by the the utility in time for billing, the utility may estimate meter reading and render bill accordingly.

# 5.11 Meters

A. Meter Requirements

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- (1) Use of meter: All water sold by the utility shall be charged for by meter measurements, except where otherwise provided for by the applicable rate schedule or contract.
- (2) Installation by utility: Unless otherwise authorized by the Commission, the utility shall authorize or provide and install and shall continue to own and maintain all meters necessary for the measurement of water to its customers.
- (3) Standard type: The utility shall not furnish, set up or put in use any meter which is not reliable and of a standard type which meets industry standards; provided, however, special meters not necessarily conforming to such standard types may be used for investigation or experimental purposes.

### B. Meter Records

The utility shall keep the following records:

(1) Meter equipment record: Each utility shall keep a record of all of its meters, showing the customer's address and date of the last test.

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- 5.13 Exclusive Service on Installation Connected: Except in cases where the customer has a contract with the Utility for reserve or auxiliary service, no other water service will be used by the Customer on the same installation in conjunction with the Utility's service, either by means of a cross-over valve or any other connection. The Customer will not sell water service from his connection to any other person or party unless the Customer has obtained a Certificate of Convenience and Necessity from the Commission for the area in which the consuming facility is located. Customer shall not connect, or allow any other person or party to connect, onto any water lines on his premises. Two places shall not be permitted to be supplied with one service pipe where there is a water main abutting the premises; each shall have separate service lines and meters. For the purposes of this paragraph, each residence shall be construed to be one entity.
- 5.14 <u>Assignment:</u> No application, agreement or contract for service may be assigned or transferred without the written consent of the Utility.
- 5.15 Ownership of Meters and Lines: It is agreed and understood that any and all meters, water lines and other equipment furnished by the Utility (excepting Customer's individual service lines from the point of connection to Customer's structures on Customer's premises) is and shall remain the sole property of the Utility, and nothing contained herein shall be construed to reflect a sale or transfer of any such meters, lines or equipment to any customer. All tap charges shall be for payment for the privilege of connecting to said water lines and for installation, not purchase of said meters.

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(2) Records of meter tests: All meter tests shall be properly referenced to the meter record provided for herein. The record of each test made on customer's premises or on request of a customer shall show the identifying number and constants of the meter, the standard meter and other measuring devices used, the date and kind of test made, by whom made, the error (or percentage of accuracy) at each load tested, and sufficient data to permit verification of all calculations.

## C. Meter Readings

- (1) Meter unit indication: In general each meter shall indicate clearly the gallons of water, or other units of service for which charge is made to the customer.
- (2) Reading of meters: 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.
- D. Meter Tests on Request of Customer

The utility shall, upon the request of a customer, 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 customer s meter. The test shall be made during the utility's normal working hours at a time convenient of the customer if he desires to observe the test. The test shall be made preferably on the customer's premises, but may, at the utility's discretion, be made at the utility's test laboratory. If the meter has been tested by the utility, or by an authorized agency, at the customer's request, and within a period of four years the customer requests a new test, the utility shall make the test, but if the meter is found to be within the accuracy standards established by the American

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National Institutes, or the American Water Warks Association, the utility may charge the customer a fee which reflects the cost to test the meter, but this charge shall in no event be more than fifteen dollars (\$15.00) for a residential customer. Following the completion of any requested test, the utility 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.

E. Bill Adjustment Due to Meter Error

If any meter is found to be outside of the accuracy standards established by the American National Standards Institute, Incorporated, or 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 utility except to the customer last served by the meter prior to the testing. If a meter is found not to register for any period, unless bypassed or tampered with, the utility 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 period preceeding or subsequent thereto, or during corresponding periods in previous years.

5.12 Service Line Extension Policy: Contributions in aid of construction shall not be required of individual residential customers for production, storage, treatment, or transmission facilities, except as otherwise provided herein and by Commission rules and except that developers of property to ultimately subdivided into five or more servicable 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 or other regulatory authority minimum disign criteria for production, storage, treatment, or transmission facilities. This policy shall be consistent and applied in a nondiscriminatory manner.

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