

ARTICLE E

SERVICE RULES AND REGULATIONS

1. **Service Entitlement.** An applicant requesting service to real property located within the district's service area shall be considered qualified and entitled to water or sewer service when proper application has been made, the terms and conditions of service have been met and continue to be met, and all fees have been paid as prescribed. An applicant requesting service to real property located outside the boundaries of the district's water service area or political boundaries shall be considered for service in accordance with current district policies governing the provision of service outside district boundaries.

2. **Application Procedures and Requirements.**

(a) Service Classifications. Applications to the district for service shall be divided into the following two (2) classes:

(1) *Standard Service.* Standard service is defined as service from an existing service line where line or service facility extensions are not required and special design and/or engineering considerations are not necessary. Standard water service is provided through a standard (5/8" x 3/4") meter set on an existing waterline. Standard sewer service is provided via minimum 4" gravity sewer taps with pressure collection facilities installed or connected to collection lines at a maximum depth of five feet (5').

(2) *Non-Standard Service.* Non-standard service is defined as any service request that requires a 3/4" meter or larger for service, temporary water service, service to a Master-Metered Account pursuant to Section E.2(c)(4) below, or an addition to or extension of the district's water system or sewer system. Except for temporary service applicants, a non-standard service applicant must comply with the service requirements prescribed by Article F of this Rate Order prior to receiving service.

(b) Requirements for Standard and Non-Standard Service.

(1) The applicant shall complete and sign a Service Application and Agreement or Non-Standard Service Application as applicable.

(2) As a condition for service, the applicant shall complete and execute an Easement and Right-of-Way, Sanitary Control Easement or such other easement forms as required by the district to obtain a dedicated easement(s) to allow the district a right of access to construct, install, maintain, replace, upgrade, inspect or test any facility necessary to serve the applicant as well as the district's purposes in providing system-wide service. [Tex Water Code §49.218]. This requirement may be delayed for non-standard service applicants. New meters shall be located within a utility easement at or near the

boundary line of the property designated for service.

(3) The applicant shall provide proof of ownership or proof of the right to occupy the real property designated to receive service by warranty deed, contract for deed or other recordable documentation of fee simple title, or by lease document in the instance of a right to occupy land.

(4) At the request of a property owner or an owner's authorized agent, the district shall install individual meters owned by the district in an apartmenthouse, manufactured home rental community, multiple use facility, or condominium on which construction begins after January 1, 2003, unless the district determines that the installation of individual meters is not feasible. If the district determines that installation of individual meters is not feasible, the property owner or manager shall install a plumbing system that is compatible with the installation of submeters or individual meters. The district shall be entitled to the payment of reasonable costs to install individual meters pursuant to 30 TAC§ 291.122(d) and Section F of this Rate Order. The cost of individual meter installations shall be prepaid by the property owner as well as the cost of any additional facilities or system improvements required to satisfy the total water service demand of the property at full occupancy, as determined by the district under applicable provisions of Article F. The district shall consider master metering or furnishing non-standard sewer service to apartments, condos, trailer/RV parks, or business centers and other similar type enterprises at an applicant's request provided the total number of units to be served are all:

(A) owned by the same person, partnership, cooperative, corporation, agency, or public or private organization of any type, but not including a family unit;

(B) directly inaccessible to a public right-of-way; and

(C) considered a commercial enterprise (i.e., for business, rental or lease purposes).

(5) Notice of application approval and costs of service as determined by the district shall be presented to the applicant in writing and shall remain in effect for a period not to exceed thirty (30) days. After that time, the applicant must re-apply for service. [30 TAC§ 291.81(a)(1)].

3. Activation of Standard Service.

(a) New Service Connection. The district shall charge a nonrefundable Connection Fee and other applicable fees as required under Article G of this Rate Order. The Connection Fee and other applicable charges fees shall be quoted in writing to the applicant. An applicant must pay all required fees prior to installation of the new service connection .

(b) Re-service. On property where service previously existed, the district

shall charge a deposit and all fees applicable to restoration of service. When re- service is requested by an applicant owing any delinquent charges on previous service received from the district, all delinquent charges must be paid before re- servicing procedures can begin. In no event will a capital improvement fee or contribution or capital impact fee be charged for a re-service event.

(c) Performance of Work. After approval is granted by proper authorities, all tap and equipment installations specified by the district shall be completed by the district personnel or designated representative. No person, other than a properly authorized agent of the district, shall be permitted to tap or make any connection with the mains or distribution pipes of the district's water system, or to make any repairs or additions to or alterations in any tap, pipe, cock or other fixture connected with the water service pipe. The tap shall be completed within five (5) working days when ever practical but not later than ten (10) working days after approval and receipt of payment of quoted fees on the property designated to receive service. This time may be extended for installation of facilities and equipment necessary to serve a request for non-standard service.

(d) Customer Service Inspections. The district shall require a customer service inspection of an applicant's property and private water distribution facilities to insure compliance with state required Minimum Acceptable Operating Practices for Public Drinking Water Systems as promulgated by the Commission. [Section B.8]. As a result of such an inspection, the district may require that a customer properly install a backflow prevention device, and thereafter, inspect, test and maintain the device, and provide all required documentation to the district, all at the customer's expense. [30 TAC§ 290.460)].

4. Activation of Non-Standard Service.

(a) Activation of Non-Standard Service. Activation of non-standard service shall be conducted pursuant to Section F of this Rate Order.

(b) Re-service. The provisions applicable to standard re-service requests under the previous subsection 3(b) shall also apply to non-standard re-service requests.

5. Changes in Service Classification. If at any time the district determines that the service classification of a customer has changed from that originally applied for and that additional or different facilities are necessary to provide adequate service, the district shall require the customer to re-apply for service under the terms and conditions of this Rate Order. Customers failing to comply with this provision shall be subject to Disconnection with Notice under Section E.14 (a) below.

6. Owners and Tenants . The owner of property designated to receive service according to the terms of this Rate Order is responsible for all fees and charges due the district for service provided to such property. If an owner has signed an Alternate Billing Agreement for Rental Accounts, the district may bill a tenant for service as a third party, but the owner remains fully responsible for any and all unpaid fees and charges of the

tenant. The district may notify an owner of a tenants' past due payment status subject to service charges.

7. Refusal of Service. The district may refuse to serve an applicant for the following reasons:

(a) failure of an applicant to complete all required easement forms and pay all required fees and charges;

(b) failure of an applicant to comply with the rules, regulations and policies of the district, including but not limited to the failure to pay amounts due the district for another location in the district.

(c) existence of a hazardous condition at the applicant's property which would jeopardize the welfare of other customers of the district upon connection;

(d) failure of an applicant to provide representatives or employees of the district reasonable access to property, for which service has been requested;

(e) failure of an applicant to comply with all rules and regulations of the district which are in this Rate Order on file with the state regulatory agency governing the service applied for by the applicant; or

(f) the district has determined that the applicant's service facilities are known to be inadequate or of such character that satisfactory service cannot be provided.

(g) failure to provide the district with proper picture ID i.e. authorized governmental driver's license, passport, authorized governmental ID card.

8. Applicant's Recourse. In the event the district refuses to serve an applicant under the provisions of this article, the district shall inform the applicant in writing of the basis of its refusal and that the applicant may file a written complaint pursuant to the District's grievance procedures. (See Section E.18).

9. Insufficient Grounds for Refusal of Service. The following shall not constitute sufficient cause for the refusal of service to an applicant:

(a) delinquency in payment for service by a previous owner or tenant of the property designated for service;

(b) failure to pay a bill to correct previous under billing more than six (6) months prior to the date of application;

(c) violation of the district's rules pertaining to operation of non-standard equipment or unauthorized attachments which interferes with the service of others, unless the customer has first been notified and been afforded reasonable opportunity to comply with said requirements;

(d) failure to pay a bill of another customer as guarantor thereof unless the

guarantee was made in writing to the district 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;

(f) failure to comply with regulations or rules for anything other than the type of utility service specifically requested including failure to comply with on-site sewage disposal regulations requirements.

10. Deferred Payment Agreement. The District may enter into a deferred payment agreement, not to exceed a term of 6 months, with a customer who cannot pay an outstanding balance in full and is willing to pay the balance in reasonable installments as determined by the District, including any late payment penalties or interest on the monthly balance to be determined as per the agreement. The District may require payments under a deferred payment agreement to be made by automatic bank draft or credit card. Failure to make a timely payment will cause the outstanding balance to become immediately due.

11. Charge Distribution and Payment Application.

(a) Service Fee. The applicable base rate shall be charged for each monthly billing period from the first day to the last day of the monthly billing cycle. The base rate shall be prorated for meter installations and service terminations that occur during the monthly billing period. Billings for this amount shall be mailed on or about the twenty-fifth (25th), first (1st), or the eighth (8th) day of the month depending on the customer's billing cycle preceding the month for which this charge is due. The service fee shall be charged to all service connections whether or not there is use of service.

(b) Gallonage Charge. A gallonage charge shall be billed at the rate specified in Article G and shall be calculated in one thousand (1000) gallon increments. Charges for water and sewer usage are based on monthly meter readings and are calculated from reading date to reading date. The district shall take all meter readings used in calculating billing.

(c) Posting of Payments. All payments shall be posted against previous balances prior to posting against current billings.

12. Due Dates, Delinquent Bills, and Service Disconnection Date. The district shall mail all monthly bills on or about the first (1st) day of the month. All bills shall be due and payable upon receipt and are past due beyond the date indicated on the bill (allowing a minimum of 15 days to pay), after which time a penalty shall be applied as described in Article G. Payments made by mail will be considered late if postmarked after the past due date. A five (5) day grace period may then be allowed for delayed payments prior to mailing of final notices. Final notices shall be mailed allowing ten (10) additional days for payment prior to disconnection. The ten (10) additional days shall begin on the day the final notice is deposited with the U.S. Postal Service with sufficient postage. If

the past due date for the regular or final billing is on a weekend or holiday, the past due date for payment purposes shall be the next day the district office is open for business after said weekend or holiday. For all disputed payment deadlines, the date postmarked on each bill will determine the beginning of each billing cycle or final notice mailings.

13. Rules for Disconnection of Service.

(a) Disconnection with Notice. Water service may be disconnected after proper notice for any of the following reasons:

- (1) failure to pay a delinquent account for service provided by the district, failure to timely provide a deposit, or failure to comply with the terms of a deferred payment agreement;
- (2) violation of the district's rules pertaining to the use of service in a manner which interferes with the service of others;
- (3) 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;
- (4) failure to comply with the terms of a service agreement, Non- Standard Service Contract or this Rate Order;
- (5) failure to provide district personnel or designated representatives access to a meter or to property at which water service is received for purposes of inspecting and verifying the existence of potential hazardous conditions or policy violations;
- (6) any misrepresentation of fact by an applicant or customer on any form, document or agreement required by the district;
- (7) or failure to re-apply for service upon notification by the district that customer no longer meets the service classification originally applied for under the original service application.

(b) Disconnection Without Notice. Water service may be disconnected without prior notice for the following reasons:

- (1) where a known dangerous or hazardous condition exists for which service may remain disconnected for as long as the condition exists, including but not limited to a violation of Chapter 341 of the Health and Safety Code and regulations adopted pursuant thereto, or where the district has reason to believe a dangerous or hazardous condition exists and the customer refuses to allow access for the purpose of confirming the existence of such condition and/or removing the dangerous or hazardous condition [Sections E.3(d), E.20: 30 TAC§ 290.46 U)];
- (2) where service is connected without authority by a person who has

not made application for service;

(3) where service has been reconnected without authority following termination of service for nonpayment; or

(4) in instances of tampering with the district's meter or equipment, by-passing the meter or equipment, or other diversion of service.

(c) Disconnection Prohibited. Water service may not be disconnected for any of the following reasons:

(1) failure to pay for merchandise or charges for non-utility service provided by the district, unless there is an agreement whereby the customer guaranteed payment of non-utility service as a condition of service or the district has a contract with another governmental unit to collect for services rendered to the customer by such other government unit such as water, sewer, or solid waste services, etc.;

(2) failure to pay for a different type or class of utility service unless a fee for such service is included in the same bill;

(3) failure to pay charges arising from an under billing due to any misapplication of rates more than six (6) months prior to the current billing;

(4) failure to pay the account of another customer as guarantor thereof, unless the district has in writing the guarantee as condition precedent to service;

(5) failure of the customer to pay charges arising from an under billing due to any faulty metering, unless the meter has been tampered with or unless such under billing charges are due under the subsection concerning "Inoperative Meters" below;

(6) failure of the customer to pay estimated bill other than a bill rendered pursuant to an approved meter reading plan, unless the district is unable to read the meter due to circumstances beyond its control; or

(7) in response to a request for disconnection by an owner of rental property where the tenant is billed directly by the district and the renter's account is not scheduled for disconnection under the rules for disconnection of service in this Rate Order.

(d) Disconnection on Holidays and Weekends. Unless a dangerous condition exists or the customer requests disconnection, service shall not be disconnected on a day, or on a day preceding a day, when district personnel are not available to the public for the purpose of making collections and reconnecting service.

(e) Disconnection Due to Utility Abandonment. The district may not abandon a customer or a certificated service area without written notice to its customers and all similar neighboring utilities, and obtained approval from the Commission.

(f) Disconnection Due to Illness or Disability. The district may not discontinue service to a delinquent residential customer permanently residing in an individually metered dwelling unit when that customer establishes that discontinuance of service will result in some person at that residence becoming seriously ill or more seriously ill if service is discontinued. Each time a customer seeks to avoid termination of service under this subsection, the customer must have his or her attending physician call or contact the district with sixteen (16) days of issuance of the bill, and the district must receive an original written statement from a treating physician within twenty-six (26) days of the issuance of the monthly bill. The prohibition against service termination shall last sixty-three (63) days from the issuance of the monthly bill or such lesser period as may be agreed upon by the district and customer's physician. The customer shall enter into a Deferred Payment Agreement.

(g) Disconnection of Master-Metered Accounts. When a bill for service to a master-metered account customer is delinquent, the following shall apply:

(1) The district shall send a notice to the Master-Metered Account customer as required. This notice shall also inform the customer that notice of possible disconnection will be provided to the customer's tenants or occupants of the master metered property in five (5) days if payment is not rendered before that time.

(2) At least five (5) days after providing notice to the Master-Metered Account customer, and at least five (5) days prior to disconnection, the district shall post notices stating "Termination Notice" in public areas of the master-metered property to notify tenants or occupants of the scheduled date for disconnection of service.

(3) The tenants or occupants may pay the district for any delinquent bill in behalf of the customer to avert disconnection or to reconnect service to the master-metered property.

(h) Disconnection of Temporary Service. When an applicant with temporary service fails to comply with the conditions stated in the service agreement or provisions of this Rate Order, the district may terminate temporary service with notice.

(i) Payment During Disconnection. The district is not obligated to accept payment of a bill when a district employee or designated representative is at the customer's property for the purpose of disconnecting service.

14. Returned Check Policy. Payment by check or ACH which has been rejected for insufficient funds, closed account, or for which a stop payment order has been issued is not deemed to be payment to the district. The district shall mail, via the U.S. Postal

Service, a Notice of Returned Check or ACH requiring that a returned instrument be redeemed at the district's regular offices within ten (10) days of the date of the notice. Redemption of the returned instrument shall be made by cash, money order, or certified check. Failure to meet these terms shall result in disconnection of service. A customer shall be considered a bad credit risk for having an instrument returned as insufficient or non-negotiable for any reason for any two billing periods within a 12-month period, and shall be placed on a "cash-only" basis for a 12-month period during which the district will only accept payment by means of a certified check, money order or cash. [See Article G.10; Returned Check Fee].

15. Billing Cycle Changes. The district reserves the right to change its billing cycles if the workload requires such practice. After a billing period has been changed, bills shall be sent on the new change date unless otherwise determined by the district.

16. Back-billing. If a customer was undercharged, the district may back-bill the customer for the amount which was under billed. The amount back-billed shall not exceed six (6) months service unless such undercharge was the result of meter tampering, bypass, or diversion of service by the customer as defined in Section E.22 below.

17. Disputed Bills. In the event of a dispute between a customer and the district regarding any monthly bill, the dispute shall be resolved or disposed of in accordance with the Grievance Procedures set forth in the following Section E.18, except as follows:

(a) Notice of the bill dispute must be submitted to the district, in writing, and a payment equal to the customer's average monthly usage at current rates must be received by the district prior to the due date posted on the disputed bill.

(b) The customer shall not be required to pay the disputed portion of a bill which exceeds the amount of that customer's average monthly usage at current rates pending the completion of the determination of the dispute. For purposes of this subsection, the customer's average monthly usage shall be the average of the customer's usage for the preceding 12-month period. Where no previous usage history exists, consumption for calculating the average monthly usage shall be estimated on the basis of usage levels of similar customers under similar conditions.

(c) Notwithstanding any other section of this Rate Order, a customer's utility service shall not be subject to discontinuance for nonpayment of that portion of a bill under dispute pending the completion of the determination of the dispute. The customer is obligated to pay any undisputed amounts billed as established in Section E.13 of this Rate Order relating to Disconnection of Service.

18. Grievance Procedures. Any customer of the district or person demonstrating an interest under the policies of this Rate Order in becoming a customer shall have an opportunity to voice concerns or grievances to the district by the following means and procedures:

(a) The aggrieved party must first submit written notice to the general manager or authorized staff member stating the concern or grievance and the

desired result. The general manager shall investigate the matter and provide a response to the aggrieved party within fourteen (14) days after receipt the written notice of grievance.

(b) If the general manager does not resolve the grievance to the satisfaction of the aggrieved party, the party may appeal the general manager's decision, in writing, to the president of the board of directors for disposition. The written notice of appeal must be submitted to the district within seven (7) days after the date of the general manager's written response to the notice of grievance.

(c) Upon receipt of an appeal, the president of the board of directors shall review the request and determine the best means by which the grievance shall be resolved. The president may direct that a grievance be heard by the board for final disposition or by district staff appointed by the president and serving in an advisory capacity to the board. The president shall also determine a reasonable time and place for the grievance to be heard, but such hearing shall take place within sixty (60) days of the date that the president received the written notice of appeal. Final disposition by the board of directors shall be reported to the aggrieved party in writing.

(d) If under this subsection an aggrieved party contests a charge or fee as sole or partial basis of a grievance, the contested charge or fee shall be suspended until such time as the grievance is satisfactorily resolved by the general manager, the deadline for delivering an appeal to the president of the board has passed, or the board of Directors has rendered its final disposition of the dispute. This provision does not apply to disputed monthly bills pursuant to Section E.17 above.

19. Inoperative Meters. Water meters found inoperative will be repaired or replaced by the district within a reasonable time. If a meter is found not to register for any period, unless by-passed or tampered with, the district shall make a charge for units used, but not metered, for a period not to exceed three (3) months, based on amounts used under similar conditions during the period preceding or subsequent thereto, or during corresponding periods in previous years.

20. Bill Adjustment Due To Meter Error. The district shall test any customer's meter upon written request of the customer. In the event the meter tests within the accuracy standards of The American Water Works Association (AWWA), a meter test fee as prescribed in Article G of this Order shall be imposed. In the event the test results indicate that the meter is faulty or inaccurate, the test fee shall be waived, the meter shall be calibrated or replaced, and a billing adjustment may be made as far back as six (6) months. The billing adjustment shall be made to the degree of the meter's inaccuracy as determined by the test. The customer must complete and sign a Meter Test Authorization and Test Report prior to the test.

21. Meter Tampering and Diversion of Service. All meters connected to the district's water system shall be provided, owned, installed and maintained by the district. Meter-tampering, by-pass and diversion of service are prohibited. For purposes of this Rate Order, meter tampering, bypass, or diversion shall be defined as tampering with a

district meter or service equipment causing damage or unnecessary expense to the district, bypassing the same, or other instances of diversion of service, such as:

- (a) removing or altering district equipment, including locks or shut-off devices installed by the district to discontinue service;
- (b) physically disorienting a meter;
- (c) attaching objects to a meter to divert service or to by-pass;
- (d) inserting objects into a meter;
- (e) other electrical and/or mechanical means of tampering with, by-passing, or diverting service;
- (f) connecting or reconnecting service without district authorization; or
- (g) connecting to the service line of adjacent customers or of the district.

The burden of proof of meter-tampering, by-passing or diversion is on the district. In addition to any other penalties or remedies provided for in this Rate Order or under Texas civil law, persons who tamper with meters or divert service and unauthorized users of district services may be prosecuted to the extent allowed by law under Texas Penal Code

§ 28.03 (Criminal Mischief) or § 31.04 (Theft of Service) as appropriate.

22. Damage to District Facilities.

(a) Damage to Meter and Appurtenances. No person other than a duly authorized employee or agent of the district shall be permitted to tap or make any connection to the district's water system, except for emergency fire-fighting purposes, or to make any repairs or additions to or alterations to any meter, meter box, tap, pipe, cock or other fixture connected with the water system. The district reserves the right, immediately and without notice, to remove the meter or disconnect water service to any customer who damages district facilities and to assess an equipment damage fee under Section G.13 of this Rate Order.

(b) Right to Repair. The district reserves the right to repair any damage to the water and sewer systems without prior notice and to assess a charge equal to the cost to repair the damage against any customer that caused the damage, in addition to any such penalties as are provided for by law and this Rate Order.

23. Meter Relocation. The district shall permit the relocation of meters or services provided that:

- (c) an easement for the proposed location has been granted to the district;
- (d) service capacity is available at the proposed location;
- (e) service was previously provided by the district at the proposed location

- (f) the property has to be a continuous piece of property; and
- (g) the customer pays a Meter Relocation Fee [See Section G.16).

23. **Prohibition of Multiple Connections to a Single Tap.** No more than one (1) residential, commercial or industrial service connection is allowed per meter. The district may permit the owner of an apartment building, mobile home/RV park or other commercial account to apply for a single meter as a "Master-Metered Account" pursuant to Section E.2(b)(4) of this Rate Order. Any unauthorized sub metering or diversion of service shall be considered a "multiple connection" and subject to disconnection of service. If the district has sufficient reason to believe a multiple connection exists, the district shall discontinue service under the Disconnection with Notice provisions in Section E.13(a) above.

24. Customer Responsibilities.

(a) District Access to Meters. Customers shall allow district employees and designated representatives access to meters for the purpose of reading, testing, installing, maintaining and removing meters and using utility cutoff valves. If access to a meter is hindered so that the district is prevented from the reading of the meter, an estimated bill shall be rendered to the customer for the month and a notice of the hindrance shall be sent to the customer. If access is denied for three (3) consecutive months after notice to the customer, then service shall be discontinued and the meter removed with no further notice. [Section E.3(d)].

(b) Compliance with On-Site Service and Plumbing Requirements. Customers shall be responsible for complying with all district, local, state and federal codes, requirements and regulations concerning on-site service and plumbing facilities.

(1) All connections shall be designed to ensure against back-flow or siphonage into the district's water system. In particular, livestock water troughs shall be plumbed above the top of the trough with an air space between the discharge and the water level in the trough. [30 TAC§ 290.46].

(2) The use of pipe and pipe fittings that contain more than 8.0% lead or solder and flux that contain more than 0.2% lead is prohibited for any plumbing installation or repair of any residential or non-residential facility providing water for human consumption and connected to the district's facilities. Customer service pipelines shall be installed by the applicant. [30 TAC§ 290.46].

(3) Service shall be discontinued without further notice when installations of new facilities or repair of existing facilities are found to be in violation of this regulation until such time as the violation is corrected.

(c) Payment on Multiple Accounts. A customer owning more than one service connection shall keep all payments current on all accounts. Failure to maintain current status on all accounts shall be enforceable as per Service Application and

Agreement executed by the customer.

(d) Extent of District Ownership and Maintenance. The district's ownership and maintenance responsibility of water distribution and metering equipment shall end at a customer's meter. Therefore, all water usage registering upon and/or damages occurring to the metering equipment owned and maintained by the district shall be subject to charges pursuant to this Rate Order.

(e) Cut-off Valve Requirement. The district shall require each customer to have a cut-off valve on the customer's side of the meter for purposes of isolating the customer's service pipeline and plumbing facilities from the district's water pressure. The valve shall meet AWWA standards (a ball valve is preferred). The customer's use of the district's curb stop or other similar valve for such purposes is prohibited. A customer shall be subject to charges for any damage to the district's meter or other service equipment. A cut-off valve may be installed as a part of the original meter installation by the district.

25. Prohibited Plumbing Practices.

(a) No direct connection between the public drinking water supply and a potential source of contamination is permitted. Potential sources of contamination will be isolated from the public water system by an air gap or an appropriate backflow prevention device.

(b) No cross-connection between the water supply and a private water system is permitted. These potential threats to the public drinking water supply must be eliminated at the service connection by the installation of an air-gap or a reduced pressure-zone backflow prevention device.

(c) No connection which allows water to be returned to the public drinking water supply is permitted.

(d) No pipe or pipe fitting which contains more than eight percent (8.0%) lead may be used for the installation or repair of plumbing at any connection which provides water for human use.

(e) No solder or flux which contains more than two-tenths of one percent (0.2%) lead can be used for the installation or repair of plumbing at any connection which provides water for human use.

26. Water Service Connections.

(a) Applications for water service connections shall be filed with the district on approved forms. Applicants shall meet all district requirements for service, including the grant of any necessary water and sewer easements (as determined by the district) and the installation of a cut-off valve at the expense of the service applicant.

(b) No person, other than district employees or designated representatives, shall be permitted to tap or make any connection with the mains or service lines of

the district's water system, or make any repairs or additions to or alterations in any tap, pipe, cock or other fixture connected to a water service line.

(c) A customer must allow his or her property to be inspected for possible cross-connections and other undesirable plumbing practices. These inspections will be conducted by the district prior to initiating service and may be conducted periodically thereafter. All inspections will be conducted during the district's normal business hours.

(d) The customer must, at the customer's expense, properly install a backflow prevention device as required by the district.

(e) All costs to extend or oversize district water mains or service lines to serve any residential or commercial user or any undeveloped area within the district shall be the sole responsibility of the property owner and/or developer requesting service.

27. Standards for Water Service Lines. The following standards govern the installation of customer service lines for water service to residences or commercial buildings within the district:

(a) All new residential or commercial connections to the district's water system shall be made in accordance with previous Section E.28 and the Rules and Regulations for Public Water Systems issued by the Commission as set forth in Subchapter D, Chapter 290, Title 31 of the Texas Administrative Code. In the event of a conflict between the provisions of Section E.28 and the Commission's Rules and Regulations for Public Water Systems, the more stringent requirements shall apply.

(b) A district-owned water meter and a district-approved meter box shall be installed by the district or its designated representative.

(c) Potable water supply piping, water discharge outlets, backflow prevention devices, or similar equipment shall not be located so as to make possible the submergence of such equipment in any contaminated or polluted substance.

(d) Lawn sprinkling systems shall be equipped with an approved Reduced Pressure Zone Assembly (RPZ) installed in the customer side of the meter. The RPZ shall be installed at least twelve (12") above the surrounding ground.

(e) The district's water system shall be protected from swimming pool makeup water (evaporation or leakage) by means of an approved backflow prevention device or an adequate air gap.

28. Standards Details for Service Facilities. All water and sewer service facilities shall be constructed in accordance with the Water Standard Details as may be adopted and revised from time to time. In the event of a conflict between these standard details and any other provision of this Rate Order, the standard details shall apply.

29. Penalties and Enforcement.

(a) Penalties. Any person violating any provision of this Section E, as amended, may be subject to a fine of not more than \$500.00 for each violation. Each day that a violation of this Section E is permitted to exist shall constitute a separate violation. A penalty under this section is in addition to any other penalty or remedy provided by the laws of the State of Texas or this Rate Order.

(b) Other Penalties. The district may disconnect water or sewer service to any customer discharging prohibited wastes. .

(c) Liability for Costs. Any person violating any provision of this Section E, as amended, shall become liable to the district for any expense, loss or damage occasioned by the district by reason of such violation and the district's enforcement thereof. If the district prevails in any suit to enforce these rules and regulations, it may, in the same action, recover any reasonable fees for attorneys, expert witnesses, and other costs incurred by the district before the court.

(d) No Waiver. The failure on the part of the district to enforce any section, clause, sentence, or provision of this Rate Order shall not constitute a waiver of the right of the district later to enforce any section, clause, sentence, or provision of this Rate Order.