

**ARTICLE G**  
**RATES AND SERVICE FEES**

*[Amended May 17, 2022, Ord 2022-001 and Ord 2022-002; Amended Nov. 21, 2023, Ord 2023-003;  
Amended Jan. 16, 2024, Ord 2024-001]*

1. **Customer Classes.** All district customers shall be grouped into the following classes:

(a) Residential Customers. District customers receiving standard service to a single-family or multi-family residence are classified as residential customers.

(b) Commercial Customers. District customers receiving non-standard service to a commercial business or building are classified as commercial customers.

(c) Senior Customers. District customers 65 years of age or older who apply for or receive standard service are classified as senior customers. Senior customers shall pay the monthly Base Rate stated in Section G.6(a1). Service applicants or existing customers who qualify for this classification must show proof of age (i) by producing a valid Texas driver's license or other state issued photo identification card or (ii) by executing an Age Verification Affidavit before a Notary Public.

2. **Service Investigation Fee.** The district shall conduct a service investigation for each service application submitted to the district. An initial determination shall be made by the district, without charge, as to whether the request is for standard or non-standard service. An investigation shall then be conducted by the district and the results reported under the following terms:

(a) Standard Service Requests. All standard service requests shall be investigated without charge and all applicable costs for providing service shall be quoted in writing to the applicant within ten (10) working days of application.

(b) Non-standard Service Requests. All non-standard service requests shall be subject to a Service Investigation Fee in the following amounts, unless the district determines otherwise, in which case the district shall charge a Service Investigation Fee appropriate to the project and of sufficient amount to cover all administrative, legal and engineering costs associated with an investigation of the district's ability to provide service to the applicant's project, including an initial evaluation fee of \$500.

Note: The district Engineer may determine more initial evaluation fees are required. Additionally, larger and more complex developments will require additional fees including professional fees by the district Engineer and Attorney.

3. **Deposits.**

(a) Initial Payment and Amount. At the time an application for service is

approved, the applicant shall pay a Deposit to be held by the district, without interest, until settlement of the customer's final bill. The Deposit will be used to offset unpaid charges or bills.

(1) *Residential Service Applicants:* The Deposit for residential water service is \$250.00 for each service unit.

(2) *Commercial Service Applicants.* The Deposits for commercial and nonresidential water service, including Master Metered Accounts, shall not exceed an amount equivalent to one-sixth of the estimated annual billings as determined by the district. If actual monthly billings of a commercial or nonresidential customer are more than twice the amount of the estimated billings at the time service was established, a new deposit amount may be calculated and an additional deposit may be required to be made within fifteen (15) days after the issuance of written notice.

(b) Reestablishment of Deposit. Every service applicant who has previously been a customer of the district and whose service has been discontinued for nonpayment of bills, meter tampering, bypassing of meter or failure to comply with applicable state regulations or regulations of the district shall be required, before service is resumed, to pay all amounts due the district or execute a deferred payment agreement, if offered, and shall be required to pay a deposit if the district does not currently have a deposit from the customer.

(c) Refund of Deposit. If service is not connected, or after disconnection of service, the district shall refund the service applicant's or customer's deposit, if any, in excess of the unpaid bills for service furnished. In the event that a surplus of Five Dollars (\$5.00) or more exists after the final bill is paid, the balance of the Deposit will be paid to the customer within forty-five (45) days provided the customer has given the district written notice of a forwarding address. All requests for Deposit refunds shall be made in writing and must be delivered to the district within ninety (90) days of termination of service. In the event that an outstanding balance exists after the Deposit is applied, the district shall attempt to collect the outstanding balance by all lawful means available.

(d) Transfer of service. A transfer of service from one service location to another within the district's service area shall not be deemed a disconnection within the meaning of this subsection, and no additional deposit may be required unless permitted by this section.

4. **Easement Fee.** When the district determines that private right-of-way easements and/or easements for facility sites are necessary to provide service to an applicant, the applicant shall be required to make a good faith effort to secure such easements on behalf of the district or pay all costs incurred by the district to validate, clear and obtain such easements, including but not limited to legal fees and court costs, in addition to a Connection Fee otherwise required pursuant to the provisions of this Rate Order. [See Sections E.2(c)(2) and F.7(a)].

5. **Connection Fees.** The district shall charge a Connection Fee for service as follows:

(a) Standard Residential and Non-Standard Service. The Connection Fee for standard residential and non-standard commercial service shall include all labor, materials for construction, installation, or inspection of a tap or connection to the district's water system, including all necessary service lines and a meter. The Connection Fee shall be charged on a per meter basis in the following amounts:

<u>Meter Size</u>	<u>Connection Fee</u>
5/8" x 3/4"	\$ 5,000.00
1"	\$ 7,500.00
1½"	\$10,000.00
2"	\$15,000.00

Prior to the installation of any facilities to which Non-standard Connection Fees apply, the applicant must execute a non-standard service contract with the district.

(b) Extraordinary Expenses. In addition to a Deposit and Connection Fee, the district may charge the applicant for any extraordinary expenses such as road bores, street crossings, line extensions and system improvements and pipeline relocations under Section E.2(b)(6) of this Rate Order.

(c) Development Improvements Fee. In addition to Deposits and Connection Fees, applicants developing subdivisions shall be required to contribute capital in an amount projected to defray the cost to up-grade major system facilities to meet the growth demands of developments and multiple connections. This fee shall be assessed prior to providing or reserving service on a per service connection basis and shall be assigned and restricted to the tap/lot for which the service was originally requested. The minimum Development Improvements Fee per service connection is \$1,000.00.

6. **Monthly Charges.**

(a) Base Rate. The Base Rate is that portion of a customer's monthly bill which is paid for the opportunity of receiving utility service, excluding standby fees and reserved service charges, which does not vary due to changes in service consumption. The standard 5/8" x 3/4" meter (as per American Water Works Association maximum continuous flow specifications) is used as a base multiplier for the Base Rate amount. Therefore, a customer's Base Rate charge is based on the number of 5/8" x 3/4" meters equivalent to the size of that customer's meter. The district's monthly Base Rates for water service and meter size equivalents are as follows:

*[Remainder of page intentionally left blank.]*

METER SIZE	5/8" x 3/4" METER EQUIVALENTS	MONTHLY BASE RATE
5/8" x 3/4"	1.0	\$ 35.00
1"	2.5	\$ 87.50
1½"	5.0	\$175.50
2"	8.0	\$280.00

(a) Senior Customer Base Rate. Senior customers shall pay a base rate fixed at \$29.00 per month in addition to the Gallonage Charges set forth in Section G.6(b).

(b) Gallonage Charge. In addition to the Base Rate, all customers shall be assessed a Gallonage Charge at the following rates for water usage during any one monthly (1) billing period:

0-5,000 gallons	\$ 5.50 per 1,000 gallons
5,001-10,000 gallons	\$ 6.50 per 1,000 gallons
10,001-15,000 gallons	\$ 8.00 per 1,000 gallons
Over 15,000 gallons	\$10.00 per 1,000 gallons

(c) Regulatory Assessment. In accordance with TCEQ regulations, the district shall collect from each customer a regulatory assessment equal to 0.5% of the monthly charge for water and sewer service. [See 30 TAC § 291.76(d)(3)].

7. **Late Payment Fee.** A one-time penalty of \$10.00 shall be applied to delinquent bills.

8. **Bulk Water Rates and Fees.**

(a) Deposit and Connection Fee.

(i) District Supplies Meter and RPZ. At the time an application for bulk water service is approved (a/k/a hydrant service), the applicant shall pay a Deposit of \$2,000.00 and Connection Fee of \$250.00 to the District. The Deposit will be held by the District, without interest, and applied to the customer's final bill. In the event there is a surplus of \$5.00 or more after the Deposit is applied to the final bill, the balance will be paid to the customer within 45 days provided the customer has given a suitable mailing address. All requests for refunds shall be made in writing and must be filed within 90 days of settling the final bill. The customer shall pay any outstanding balance after the Deposit is applied. If necessary, the District shall attempt to collect the outstanding balance by all lawful means available.

(ii) Applicant Supplies Meter and RPZ. If the applicant provides a suitable hydrant meter and RPZ, the terms of subsection (i) above shall apply except the applicant shall pay a Deposit of \$500.00. The District reserves the

right to reject any meter or RPZ for any reason.

(b) Bulk Water Rate and Monthly Minimum. Bulk water customers shall pay a monthly Gallonage Charge at a rate of \$14.00 per 1,000 gallons used with a monthly minimum of \$250.00.

9. **Returned Check Fee.** In the event a check, draft, ACH, or any other similar instrument is given by any person for payment of services provided for in this Rate Order, and the instrument is returned by the bank or other similar institution as insufficient or non-negotiable for any reason, the account for which the instrument was issued shall be assessed a return check charge of \$25.00.

10. **Disconnect Fee.** The district shall charge a Reconnect Fee of \$50.00 during regular business hours for restoration of service after disconnection for any reason stated in this Rate Order or to restore service after disconnection at a customer's request, except for re-service under Sections E.3 (b) and E.4 (b) of this Rate Order.

11. **Service Trip Fee.** The district shall charge a Service Trip Fee of \$50.00 for any service call or trip to a customer's tap as a result of a request by the customer or tenant, unless the service call concerns damage to district or customer equipment or facilities, or for the purpose of disconnecting or collecting payment for services.

12. **Equipment Damage Fee.** If the district's facilities or equipment have been damaged by tampering, by-passing, installing unauthorized taps, reconnecting service without authority or other service diversion, a fee shall be charged in an amount equal to the actual cost of all labor, materials and equipment necessary to repair or replace the damaged facilities or equipment. This fee shall be charged and paid before service is re-established. If the district's equipment has not been damaged, a fee shall be charged in an amount equal to the actual cost of all labor, materials, equipment, and other actions necessary to correct service diversions, unauthorized taps, or reconnection of service without authority. All components of this fee will be itemized, and a statement shall be provided to the customer. If the district's facilities or equipment have been damaged due to negligence or unauthorized use of the district's equipment, right-of-way, or meter shut-off valve, or due to other acts for which the district incurs losses or damages, the customer shall be liable for all labor and material charges incurred as a result of said acts or negligence. The fee shall not be less than \$200.00. If the facilities or equipment have been damaged by tampering, by-passing, installing unauthorized taps, reconnecting service without authority or other service diversion with the same customer a second time, the district will contact the local sheriff's department.

13. **Customer History Report Fee.** A fee of \$5.00 shall be charged to provide a copy of the customer's record of past water purchases in response to a customer's request for such a record.

14. **Meter Profile Fee.** The district shall provide one meter profile for free during a calendar year. Additional meter profiles will be subject to a Meter Trip Fee of \$50.00.

15. **Meter Test Fee.** The district shall test a customer's meter upon written request

of the customer and a Meter Test Fee of \$100.00 shall be imposed on the affected account.

16. **Meter Relocation Fee.** The fee for relocating a meter from one location to another under the terms of Section E.24 shall be \$1,200.00. During removal of the meter intended for relocation the district shall also remove the existing service tap. Customer is responsible for connecting their own service line.

17. **Temporary Service Charges.** Temporary service shall not be allowed. Refer to applicable deposit, connection fees and water rates set forth in this Rate Order.

18. **Information Disclosure Fee.** All public information except that which has been individually requested as confidential shall be available to the public for a fee to be determined by the district based on the level of service and costs to provide such information, but not to be inconsistent with the terms of the Texas Publication Information Act: Chapter 552, Texas Government Code.

19. **Customer Service Inspection Fee.** A customer service inspection is required for each new or modified service before permanent continuous service is provided or continued. An applicant or customer may have a customer service inspection performed by a licensed inspector of their choice and submit the inspection report to the District. If the applicant or customer fails to submit an inspection report in a timely manner, the District may perform the customer service inspection and charge a fee of \$100.00. For new service the customer service inspection fee is in addition to the service investigation fee and connection fee. [See Sections G.2 and G.5]

20. **Additional Assessments.** In the event any federal, state or local government imposes on the district a "per meter" fee or an assessment based on a percent of water charges, this fee or assessment will be billed and collected as a "pass through" charge to the customer.

21. **Other Fees.** All services outside the normal scope of utility operations that the district may be compelled to provide at the request of a customer shall be charged to the recipient based on the cost of providing such service.

22. **Fees Non-refundable.** All fees, rates and charges of the district contained in this Rate Order are non-refundable unless expressly stated otherwise.

23. **Free Service Prohibited.** The district shall not furnish free service to any customer.