

**ORDER SETTING WATER SERVICE RATES AND TAP FEES ADOPTING  
RULES AND REGULATIONS GOVERNING DISTRICT’S WATERWORKS  
SYSTEM, AND ADOPTING GENERAL POLICIES WITH RESPECT TO  
DISTRICT’S SYSTEMS**

WHEREAS, the Board of Directors of Walker County Special Utility District, (the “District”), deems it appropriate to establish and consolidate all the District’s rates, fees, rules, regulation, and policies with respect to its waterworks system, (the “System”), into one Order;

IT IS, THEREFORE, ORDERED BY THE BOARD OF DIRECTORS OF THE WALKER COUNTY SPECIAL UTILITY DISTRICT THAT:

I. Connections to District’s Waterworks System

- A. Connections made by the District. All water taps and inspections shall be made by the District’s employees or agents.
- B. The District will provide service after an application has been approved, easement granted, and fees paid.
- C. Installation. The District will provide service when an applicant pays the applicable fees and security deposit in the amount of \$100.00. If service has never been provided to the property, a new tap fee must be paid. If service has been previously provided, a re-service fee will be charged.

D. Fees.                      Standard 5/8” X 3/4 Meter

Subtotal	\$1,200.00
Security Deposit	<u>\$ 100.00</u>
<b>TOTAL</b>	<b>\$1,300.00</b>

Plus any cost of road bore or other non-standard requirement.

Re-service Fee (Non-Radio Read Equipped) for Owner

Administrative Fee	\$ 25.00
Trip Fee	\$ 37.50
Security Deposit	<u>\$100.00</u>
Subtotal	\$162.50
 Radio Read Meter	 <u>\$285.00</u>
<b>TOTAL</b>	<b>\$447.50</b>

<u>Re-service Fee (Radio Read Equipped) for Owner</u>	
Administrative Fee	\$ 25.00
Trip Fee	\$ 37.50
Security Deposit	<u>\$100.00</u>
TOTAL	<u>\$162.50</u>

<u>Re-service Fee (Non-Radio Read Equipped) for Renter</u>	
Administrative Fee	\$ 25.00
Trip Fee	\$ 37.50
Security Deposit	<u>\$200.00</u>
Subtotal	<u>\$262.50</u>
Radio Read Meter	<u>\$285.00</u>
TOTAL	<u>\$547.50</u>

<u>Re-service Fee (Radio Read Equipped) for Renter</u>	
Administrative Fee	\$ 25.00
Trip Fee	\$ 37.50
Security Deposit	<u>\$200.00</u>
TOTAL	<u>\$262.50</u>

Duplex Tap Fee \$1,575.00

E. Service connections for non-standard meters will be charged based on actual cost when requested.

II. Rates

A. The following rates and charges for the sale of water shall be in effect for residential, church, and commercial customers within the District from the effective date of this Order.

Minimum Monthly Charge \$29.00 per month/connection

Gallons Used	Rate
0-10,000	\$4.10 per thousand gallons
10,001-30,000	\$4.85 per thousand gallons
30,001 +	\$5.90 per thousand gallons

B. Amended on 10-18-16 to include the American Water Works Association (AWWA) Meter Equivalency Policy.

5/8"	1
3/4"	1.5
1"	2.5
1½"	5
2"	8
3"	15

### III. Delinquent Accounts

- A. Payment is due in the WCSUD office by the 15<sup>th</sup> of each month. If the 15<sup>th</sup> falls on a weekend the following Monday will be the last day for payments to be considered not late. On the work day following the late date a \$5.00 late fee will be added to the customer's balance and a termination of service notice will be sent to the last known address of each delinquent customer allowing 10 calendar days from the date the notices are deposited with the United States Post Office to avoid service termination. The District reserves the right to institute suit for the collection of any amounts due and unpaid, together with interest therein at the maximum legal rates and reasonable attorney fees.

### IV. Other Charges

- A. Lock Off Fee - \$75.00
- B. Unlock Fee on Overtime with written agreement - \$75.00
- C. Administrative Fee - \$25.00
- D. Trip Fee (one way for any reason) - \$37.50
- E. Meter test upon a written request - \$125.00 if test is within American Waterworks Association Standards for Accuracy, but if meter is faulty or inaccurate, cost adjustment.
- F. Returned Check Fee/Insufficient Monthly Credit Card Fee. Amended on 10-18-16 to include Insufficient Electronic Payments - \$25.00
- G. Regulatory Fee. (Mandated by the State of Texas) A fee of 0.5% of each monthly water sale will also appear on your bill for water service.
- H. Voluntary Contribution. For those who reside within the boundaries of the Crabbs Prairie Volunteer Fire Department and the Pine Prairie Volunteer Fire Department, a voluntary contribution of \$1.00 will be added to your bill.
- I. On April 19, 2005 the board instituted a Meter Tampering Policy of fining an individual a fee in the amount of \$200.00 for tampering with a locked meter for the first offense, and file charges on that individual with the sheriff's office for a second offense. On December 13, 2021, a motion was made to remove the word locked from this policy.
- J. 2% Convenience Usage Fee - Effective November, 2010
- K. An ordinance was enacted on October 19, 2010 for the District to recover the actual cost from the public for intentional and/or negligent damages to the District's Equipment/Facilities.
- L. Data Log Fee per Meter - First data log is free. Any thereafter a fee of \$50.00 will be charged.
- M. Trip Fee of \$37.50 for Confirming Leak on Customer's Property for Insurance Claims.
- N. Multiple Unit Security Deposits - \$100.00 for first unit, then \$50.00 per unit thereafter.
- O. Industrial Bulk Water Rates and Setup Fee - \$12.00 per thousand gallons, \$250.00 Setup Fee and \$100.00 Security Deposit.
- P. Agricultural Bulk Water Rates and Setup Fee - \$7.00 per thousand gallons, \$100.00 Setup Fee and \$100.00 Security Deposit.
- Q. Fee of \$15.00 for disputed transactions charged by Payment Service Network.

R. A Base Rate of \$50.00 was Established on 12/15/2020 for Bulk Meters Effective 01/01/2021.

V. Rules and Regulations Governing System

A. The Board hereby adopts the attached Service Extension Policy, which is described in Exhibit “A”, attached hereto and incorporated herein for all purposes.

VI. General Policies

- A. Definitions of Connection. Each residential unit occupied by a separate family, including separate apartments located within a single building, and each business unit occupied by a separate business, including separate establishments within a single building, shall be deemed to be a separate connection for the purposes of this Order.
- B. All Services Charged. At no time shall the District render water services without charge to any person, firm, corporation, or organization.
- C. Other Utilities. Prior to installing underground cables in the area of the District lines, representatives of utility companies shall contact the District operation to file such companies construction plan and schedule and to review the engineering plans illustrating the location of the District lines.
- D. Denial of Service. The District may deny service for the following reasons.
1. Failure of the applicant or transferee to complete the required forms.
  2. Failure of the applicant to grant the District an easement in the name of the District.
  3. Failure of the applicant to comply with rules, regulations, policies, of the District.
  4. Existence of a hazardous condition at the applicant’s property which would jeopardize the welfare of the customers/users of the District upon connection.
  5. Existence of inadequate facilities, as determined by the District or the District’s engineer, for the connection of the applicant’s requested tap to the District’s system.
  6. Failure of applicant to meet other applicable regulations

of various municipal, county, state, or federal agencies having jurisdiction over the use of the District's facilities; and/or

7. Failure of applicant to provide proof of ownership, to the satisfaction of the District, of property for which the tap has been requested.

E. **Statement of Responsibility.** The District does not accept liability for damages caused by service interruptions due to waterline breaks by utility or like contractors, tampering by other users of the District, other events beyond the District's control, or for normal failures of the System.

F. **Changes in Service Classification.**

If at any time the District determines that the customer service demands have changed from those originally applied for to a different service classification and the District determines 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 service policy. Customers failing to comply with this provision shall be subject to the disconnection with notice provisions of this service policy.

G. Chapter 49.218 (d) A district or water supply corporation may require, as a condition for service, that an applicant for service grant to the district or water supply corporation a permanent recorded easement that:

- (1) is dedicated to the district or water supply corporation; and
- (2) will provide a reasonable right of access and use to allow the district or water supply corporation to construct, install, maintain, replace, upgrade, inspect, or test any facility necessary to serve that applicant as well as the district's or water supply corporation's purposes in providing system-wide service.

VII. **Bill Adjustment Due to Excessive Usage.**

A member may request in writing an adjustment on their bill due to a break in their service line or any unexplainable excessive use of water in a five (5) year time period. Every five (5) years the policy rolls over. The policy will be applied as follows:

- a. First occurrence – Base the amount on the current year's average monthly charge plus 25% of the remainder of the amount over the monthly average in a billing cycle.
- b. Second occurrence – Base the amount on the current year's average monthly charge plus 50% of the remainder of the amount over the monthly average in a billing cycle.
- c. No other considerations will be made after the second occurrence.

Revised on 05/24/11, 08/16/11, 01/22/13, 06/23/14 & 01/20/15, 02/17/15, 04/27/15,  
08/18/15, 08/22/16, 10/18/16, 12/19/16, 04/17/17, 02/20/18, 03/20/18, 12/17/18,  
12/16/19, 12/15/2020, 02/23/2021, 03/23/2021, 12/13/2021