

SECTION G.
RATES AND SERVICE FEES

UNLESS SPECIFICALLY DEFINED IN THIS RATE ORDER, ALL FEES, RATES, AND CHARGES AS STATED SHALL BE NON-REFUNDABLE.

1. Classes of Users.

(A) All users of the District's water and wastewater services shall be grouped into the following classes:

(1) Residential users, consisting of residential users located within the District.

(2) Commercial users, consisting of users located within the District to which service to a non-residential structure is provided.

(B) Water charges will be assessed in such a manner that each class of users generally pays its share of debt service and operation and maintenance expenses for water service. The District may create additional classes of users in the future at its discretion.

(C) All classes of users may be grouped into sub-classes according to the meter size provided to their residence and/or commercial establishment.

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 twenty (20) working days of application.

(B) Non-Standard Service Requests. All non-standard service requests shall be subject to a non-refundable Service Investigation Fee in the amount \$ 3,000 plus \$10.00 for each meter or meter equivalent in excess of two hundred and fifty (250) service connections within the project. Unless the District determines in its sole discretion otherwise, in which case the District may charge additional costs 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, which may include

(1) providing cost estimates of the project;

(2) presenting detailed plans and specifications as per final plat;

(3) advertising and accepting bids for the project;

- (4) preparing a Non-Standard Service Contract between the District and applicant; and
- (5) providing other services as required by the District for such investigation.

The Service Investigation Fee is to cover the District's expenses related to a nonstandard service application, including but not limited to, District staff time and legal and engineering expenses. Any costs related to a non-standard service application that exceed the initial Service Investigation Fee paid will be billed to the Applicant with payment due within 30 days from the date of invoice. Any costs incurred by the District arising from the District's use of independent consultants (including, but not limited to engineers and attorneys acting on behalf of the District) to review, approve or prepare a non-standard service contract and any supporting plans and specification will be billed to the Applicant at the District's actual cost plus an administrative fee equal to 15% of such actual costs. All such fees, costs or expenses of the District will be due and payable by the Applicant within 30 days following the District's date of invoice.

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.
 - (a) The Deposit for residential water service is \$100.00 for each service unit.
 - (b) The Deposit for residential wastewater service connection is \$50.00.
- (2) Commercial and Nonresidential Service Applicants.

The Deposits for commercial and nonresidential water and wastewater service, including Master Metered Accounts, shall not exceed an amount equivalent to one-sixth of the estimated annual billings as determined by the District.

(B) Commercial and Nonresidential Customers. 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.

(C) Applicants 65 Years of Age or Older. No deposit may be required of a standard service applicant who is 65 years of age or older if the applicant (i) delivers to the District an account history from the Applicants prior water or wastewater provider for the last 12 months and (ii) the account history does not show the payment of more than (2) late fees and no disconnection for nonpayment.

(D) Reestablishment of Deposit. Every service applicant who has previously been a customer of the District 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.

(E) Refund of Deposit.

(1) 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.

(2) If after 12 months of continuous service, the customer has paid no more than two (2) late payment fees, has not paid or incurred a non-payment fee and the customer is otherwise in good standing with the District, then the District will refund the customer's deposit.

(3) If the District has refunded a customer's deposit pursuant to the preceding paragraph and the customer has paid or incurred more than two (2) late fees in a 12 month period or incurred or paid a non-payment fee, then the customer will be required to deposit, with the District, \$100.00 to secure the customer's future payments. If the customer does not make the deposit within 30 days of the District's request, then the District may disconnect the customer's water service.

(F) 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 way utility 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 tap fees otherwise required pursuant to the provisions of this Rate Order. [See Sections E.2(c)(2) and F.7(a)].

5. Connection Fee.

The District shall charge a Connection Fee for water service as follows:

(A) Standard Service:

(1) The Water Connection Fee for standard water service is **\$3,000** and shall include one 5/8 x 3/4 meter, all labor, materials for construction, installation, or inspection of a tap or connection to the District's water system, including all necessary service line and meter. The Water Connection Fee for water service through a meter larger than 5/8 x 3/4 meter will be

increased by the multiples of the meter equivalents stated herein. For example, the water connection for a one inch (1") meter will be 1.4 x \$3,000.00 or \$4,200.00.

(2) The Wastewater Capacity Fee for standard wastewater service (4 inch line) is \$2,500.00 plus the actual costs of all labor, materials for construction, installation, or inspection of a tap or connection to the District's wastewater collection system: **\$2,500.00**

(3) In addition to the charges assessed herein, the District may charge the applicant for any extraordinary expenses such as the cost of water meters larger than 5/8 x 3/4 , road bores, street crossings, line extensions and system improvements and pipeline relocations under Section E.2(c)(6) of this Rate Order.

(B) Non-Standard Service.

(1) The Connection Fee for non-standard water service which, for the purpose of this section, is defined to be retail water service by the District to land that is being developed pursuant to the Texas Local Government Code that at the time of platting was not being provided with water service by the District, shall be **\$2,200.00** for each service connection plus **\$450.00** for each meter installation.

(2) The Wastewater Capacity Fee for non-standard waste-water service to each single family residence situated in an area developed or being developed for single family residential use that at the time of platting was not being provided with wastewater service by the District, shall be:

SERVICE LINE SIZE	CAPACITY FEE
4"	\$2,500.00
6"	\$5,000.00

(3) The Capacity Fee for non-standard wastewater service a noosing family residential development which, for the purpose of this section, is defined to be retail wastewater service by the District to land that is being developed for a non single family residential use that at the time of platting was not being provided with wastewater service by the District, shall be determined by the District.

(4) Prior to the installation of any facilities to which Non Standard Connection Fees apply, the applicant shall execute a non-standard service agreement with the District.

6. Upper Trinity Building Activity Fee.

Pursuant to the District's contract for wastewater treatment services from the Upper Trinity Regional Water District ("UTRWD"), the District is required to collect the UTRWD's Building Activity Fee in the amount of \$500.00, upon the installation of any water meter to serve a property that also has wastewater service and is located within the areas served by either the UTRWD's Riverbend or Doe Branch wastewater reclamation plants.

7. Monthly Charges.

(A) Water Service. The District shall assess the following monthly charges for water service:

(1) Base Rate. The District's Base Rate for water service through a standard water

meter is \$25.00 per month. 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:

METER SIZE	METER EQUIVALENTS	MONTHLY RATE
5/8" x 3/4"	1.0	\$ 25.00
3/4" x 3/4"	1.1	28.00
1"	1.4	35.00
1½"	1.8	45.00
2"	2.9	73.00
3"	11.0	275.00
4"	14.0	350.00
6"	21.0	525.00
Reserve Fee (No meter installed)		\$ 22.00

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

1 to 1,000 gallons.	\$2.43 per thousand
1,001 to 3,000 gallons.	\$2.66 per thousand
3,001 to 6,000 gallons.	\$3.30 per thousand
6,001 to 9,000 gallons.	\$3.64 per thousand
9,001 to 12,000 gallons.	\$3.99 per thousand
12,001 to 15,000 gallons.	\$4.34 per thousand
15,001 to 20,000 gallons.	\$4.91 per thousand
20,001 to 25,000 gallons.	\$5.49 per thousand
>25,000 gallons.	\$9.41 per thousand

(B) Wastewater Service. The District's monthly rate for wastewater service on a per tap basis is as follows:

1 to 8,000 gallons of water used.	\$30.00 per month
>8,000 gallons of water used.	\$33.75 per month

(C) Reserved Service Charge. The District shall assess a monthly Reserved Service Charge for each active account at a specific location for which a meter has not been installed but for which the District and an applicant have entered into a service agreement or Non-Standard Service Contract. This monthly charge shall be based on the District's fixed costs to service the applicant's dedicated facilities on a per service unit basis. This charge reserves service to the applicant's real property designated to receive service. This fee is determined by deducting \$3.00 from the applicable Base Rate for water service and monthly rate for wastewater service.

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

8. Standby Fee.

The monthly charge imposed on undeveloped property (a tract, lot or reserve in the district to which no water or wastewater connections have been made and for which water or wastewater facilities and services are available.). Upon adoption by the Board of Directors and approval by the TCEQ, the District shall charge a Standby Fee to owners of undeveloped property.

9. Late Payment Fee.

A charge of \$10.00 or 10.0%, whichever is greater, shall be applied to past due balances, if any, on each customer's monthly statement.

10. Returned Check Fee.

In the event a check, draft, 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 \$30.00. [See Appendix A, Form A-06].

11. Guaranteed Same Day Reconnect Fee.

Beginning on the disconnect day and any day after that, the District shall charge a Guaranteed Same Day Reconnect Fee of \$50.00 if payment is not delivered to the District's office before 1:00 p.m. 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. The Guaranteed Same Day Reconnect Fee will guarantee service reconnecting on that day.

12. Nonpayment Fee.

In addition to any applicable late payment fees, a Nonpayment Fee in the amount of \$60.00 will be applied to the customer's account if payment is not received by 5:00 p.m. on the delinquent notice due date.

13. Service Trip Fee.

The District shall charge a Service Trip Fee of \$25.00 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.

14. Equipment Damage Fee.

The District shall charge for all labor, material, equipment, and all other actual costs necessary to repair or replace all equipment damaged due to negligence, meter tampering or bypassing, reconnecting service without authority or other service diversion, or the discharge of wastes which the District's wastewater system cannot properly treat. The utility may charge for all actual costs necessary to correct service diversion or unauthorized taps where there is no equipment damage, including incidents where service is reconnected without authority. An itemized bill of such charges shall be provided to the customer. In cases of meter tampering or service diversion, the District may disconnect the service of a customer refusing to pay damage charges. [See 30 TAC § 291.87(n)].

15. 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.

16. Meter Test Fee.

The District shall test a customer's meter upon written request of the customer and a Meter Test Fee of \$35.00 shall be imposed on the affected account.

17. Meter Relocation Fee.

The fee for moving a meter from one location to another under the terms of Section E.24 shall be the actual costs incurred by the District plus administrative charges, or a minimum fee of \$150.00.

18. Temporary Service Charges.

A tap fee of \$50.00 shall be charged plus actual installation charges for temporary water service. In addition to the tap fee, and prior to receiving temporary service, contractors shall pay a deposit of \$1,000.00 and new property owners shall pay a deposit of \$150.00. Applicants shall also pay any other applicable fees or charges set forth in this Rate Order.

19. Non-Disclosure Fee.

A fee of \$2.00 shall be assessed any customer requesting in writing that personal information under the terms of this Rate Order not be disclosed to the public.

20. 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.

21. Transfer Fee.

The District shall charge a Transfer Fee of \$25.00 when applicable to cover administrative costs and the cost of recording easements in the land records of the county.

22. Franchise Fee Assessment.

A fee as determined and contractually agreed upon by and between the District and the municipality and/or other government entities empowered to do so, of the amount billed for water service will be assessed each customer whose meter is located inside the corporate limits of a municipality that imposes a franchise tax on the District.

23. 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/wastewater charges, this fee or assessment will be billed and collected as a "pass through" charge to the customer.

24. 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.

25. Voluntary Disconnect Fee.

The District shall charge a Voluntary Disconnect Fee of \$35.00 when applicable to cover administrative costs.

26. Reconnect Fee.

The District shall charge a Reconnect Fee of \$25.00 when applicable to cover administrative costs.