

NEW CUSTOMER WATER SERVICE APPLICATION PACKET

Attached is the paperwork for water service with the Somervell County Water District. For the **tap/meter** pricing please see the attached rate sheet. There is also a \$50 water deposit. Best to pay this by cash or check (payable to SCWD), paying with a credit card encounters extra fees. Once we receive the **application, tap fee, and deposit**, it typically takes 10-14 days to install the meter if water is currently available to you. If we have to **bore under a state highway**, then that can take months to get a permit from the state. You will need to **mark/flag** where you would like the meter box placed. It must be in the right of way, next to your property line. Once the meter is installed it will be locked until you notify us that you either need water for construction purposes or that you are ready for the CSI inspection, discussed in the paperwork. Please note that most locations within the county need a PRV (Pressure Reducer Valve) and this is something you will need to purchase and have put on before the CSI inspection and before turning your water on. Please note that CSI inspections and unlocking meters are only done during normal business hours, which are Monday-Friday 8am-5pm. Once water is available to you, there is a base monthly fee (\$15.08 on $\frac{3}{4}$ residential meter) that is charged whether you are connected to the water or not. It is the responsibility of the homeowner to get the water from the meter to the home. We provide all residential water customers with Careflite insurance at zero cost to you, we pay the membership dues. Careflite is not for builders or commercial accounts. If you have any questions or would like to pay via CC, please call the administration office at 254-897-4141. You can email the paperwork to ebell@scwd.com or mail it along with a check to P.O. Box 1386 Glen Rose, TX 76043 or drop by the office M-F 8am-noon or 1pm-5pm at 2099 CR 301 inside Wheeler Branch Park.

Office directions: from 67 turn between Expo Center and Best Western, go to 4 way intersection and take a right, this takes you straight into Wheeler Branch Park, our Admin office sits by the water so come all the way up to the water.

SOMERVELL COUNTY WATER DISTRICT
P.O. Box 1386
Glen Rose, Tx 76043

SERVICE APPLICATION AND AGREEMENT

Please Print:

PLEASE CIRCLE ONE: RESIDENTIAL OR COMMERCIAL

DATE _____

APPLICANT'S NAME _____

CO-APPLICANT'S NAME _____

CURRENT BILLING ADDRESS: _____

FUTURE BILLING ADDRESS: _____

PHONE NUMBER - Home (_____) _____ - _____

Work (_____) _____ - _____

EMAIL ADDRESS: _____

DRIVER'S LICENSE NUMBER OF APPLICANT _____

ADDRESS AT WHICH APPLICANT REQUESTS SERVICE:

ACREAGE _____

LIVESTOCK & NUMBER _____

NUMBER IN FAMILY _____

SPECIAL SERVICE NEEDS OF APPLICANT _____

SOMERVELL CAD PROPERTY ID (if available): _____

NOTE: FORM MUST BE COMPLETED BY APPLICANT

PAPERLESS BILLING YES or NO

ALL FORMS OF AUTO PAYMENT ARE ON THE 1st OF EACH MONTH

AUTO BANK DRAFT (avoid credit card fees) YES or NO
(If YES, attach a voided check or complete bank information below)

AUTO PAY – CREDIT CARD YES or NO

BANK NAME: _____

CREDIT CARD #: _____

ROUTING #: _____

EXPIRATION DATE: _____

ACCOUNT #: _____

CVV #: _____

The District shall sell and deliver water service to the Applicant and the Applicant shall purchase, receive, and/or reserve service from the District in accordance with the Service Policies of the District, as amended from time to time by the Board of Directors of the District. Upon compliance with said Policies, including payment of a deposit, the Applicant shall become eligible to receive service.

The Applicant shall pay the District for service hereunder as determined by the District's Service Policies and upon the terms and conditions set forth therein, a copy of which has been provided as an information packet, for which Applicant acknowledges receipt hereof by execution of this Agreement. A copy of this Agreement shall be executed before service may be provided to the Applicant.

The Board of Directors shall have the authority to discontinue, terminate or suspend the service to any customer not complying with any policy or not paying any utility rates, fees or charges as required by the District's published Service Policies. At any time service is discontinued, terminated or suspended, the District shall not re-establish service unless it has a current, signed copy of this agreement.

All water shall be metered by meters to be furnished and installed by the District. The meter connection is for the sole use of the customer and is to provide service to only one (1) dwelling or one (1) business. Extension of pipe(s) to transfer utility service from one property to another, to share, resell, or submeter water to any other persons, dwellings, businesses, or property, etc., is prohibited.

The District shall have the right to locate a water service meter and the pipe necessary to connect the meter on the Applicant's property at a point to be chosen by the District, and shall have access to its meter and equipment located upon Applicant's premises at all reasonable and necessary times for any purpose connected with or in the furtherance of its business operations, and upon discontinuance of service the District shall have the right to remove any of its equipment from the Applicant's property. The Applicant shall install, at their own expense, any necessary service lines from the District's facilities and equipment to the point of applicant's use, including any customer service isolation valves, backflow prevention devices, pressure regulators, clean-outs, and other equipment as may be specified by the District. The District shall also have access to the Applicant's property for the purpose of inspecting for possible cross-connections, potential contamination hazards, illegal lead materials, and any other violations or possible violations of state and federal statutes and regulations relating to the federal Safe Drinking Water Act or Chapter 341 of the Texas Health & Safety Code or the District's Service Policies.

The District is responsible for protecting the drinking water supply from contamination or pollution which could result from improper practices. This service agreement serves as notice to each customer of the restrictions which are in place to provide this protection. The District shall enforce these restrictions to ensure the public health and welfare. The following undesirable practices are prohibited by state regulations:

- a. No direct connection between the public drinking water supply and a potential source of contamination is permitted. Potential sources of contamination shall be isolated from the public water system by an air gap or an appropriate backflow prevention assembly in accordance with state regulations.
- b. No cross-connection between the public drinking water supply and a private water system is permitted. These potential threats to the public drinking water supply shall be eliminated at the service connection by the proper installation of an air gap or a reduced pressure-zone backflow prevention assembly and a service agreement must exist for annual inspection and testing by a certified backflow prevention device tester.
- c. No connection which allows condensing, cooling, or industrial process water to be returned to the public drinking water supply is permitted.

- d. No pipe or pipe fitting which contains more than .25% lead may be used for the installation or repair of plumbing at any connection which provides water for human consumption.
- e. No solder or flux which contains more than 0.2% lead may be used for the installation or repair plumbing at any connection which provides water for human consumption.

The District shall maintain a copy of this agreement as long as the Applicant and/or premises is connected to the public water system. The Applicant shall allow their property to be inspected for possible cross-connections, potential contamination hazards, and illegal lead materials. These inspections shall be conducted by the District or its designated agent prior to initiating service and periodically thereafter. The inspections shall be conducted during the District's normal business hours, except in emergencies.

The District shall notify the Applicant in writing of any cross-connections or other undesirable practices which have been identified during the initial or subsequent inspection. The Applicant shall immediately correct any undesirable practice on their premises. The Applicant shall, at their expense, properly install, test, and maintain any backflow prevention device required by the District. Copies of all testing and maintenance records shall be provided to the District as required. Failure to comply with the terms of this service agreement shall cause the District to terminate service or properly install, test, and maintain an appropriate backflow prevention device at the service connection. Any expenses associated with the enforcement of this agreement shall be billed to the Applicant.

In the event the total water supply is insufficient to meet the service needs of all of the District's customers, or in the event there is a shortage of water, the District may initiate the Emergency Rationing Program as specified in the District's Service Policies. By execution of this Agreement, the Applicant hereby agrees to comply with the terms of said program.

By execution hereof, the Applicant shall hold the District harmless from any and all claims for damages caused by service interruptions due to waterline breaks by utility or like contractors, tampering by other customers/users of the District, normal failures of the system, or other events beyond the District's control.

The Applicant shall grant to the District permanent recorded easement(s) dedicated to the District for the purpose of providing reasonable rights of access and use to allow the District to construct, maintain, replace, upgrade, parallel, inspect, test and operate any facilities necessary to serve that Applicant as well as the District's purposes in providing system-wide service for existing or future customers.

By execution hereof, the Applicant agrees that non-compliance with the terms of this agreement by said Applicant shall justify discontinuance, termination or suspension of service until such time as the violation is corrected to the satisfaction of the District.

Any misrepresentation of the facts by the Applicant on any of the three pages of this agreement shall result in discontinuance of service pursuant to the terms and conditions of the District's Service Policies.

Applicant

SCWD Representative

Date

Date

Do you want your customer information to be kept confidential? YES or NO

SECTION G

RATES AND SERVICE FEES

UNLESS SPECIFICALLY DEFINED IN THIS SERVICE POLICY, ALL FEES, RATES, AND CHARGES AS STATED HEREIN SHALL BE NON-REFUNDABLE.

1. **Classes of Users** -- All users of the District's water service shall be classified as standard service, non-standard service or municipal wholesale, as further defined in Section E and Section F of this Service Policy. Either class of users may be further classified into sub-classes according to the meter size by which service is provided. Municipal wholesale customers may at the District's discretion be exempt from any and all fees in this section normally associated with retail customers. Municipal customers may only be subject to the terms of the service contract between the District and the municipality.

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 service request is Standard or Non-Standard. An investigation shall then be conducted and the results reported under the following terms:
 - a. 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. All Non-Standard Service requests shall be subject to a fee, appropriate to each project, of sufficient amount to cover all administrative, legal, and engineering fees required by the District to:
 - i. provide cost estimates of the project,
 - ii. develop detailed plans and specifications as per final plat,
 - iii. advertise and accept bids for the project,
 - iv. execute a Non-Standard Service Contract with the Applicant, and
 - v. provide other services as required by the District for such investigation.

3. **Deposit.**
 - a. At the time the application for service is approved, an Applicant for standard service shall pay an account Deposit of \$50 which will be held by the District, without interest, until settlement of the customer's final bill. The Deposit will be used to offset final billing charges of the account. In the event that five dollars (\$5.00) or more of the Deposit remains after the final billing is settled, the balance will be paid to the customer within 45 days, provided the District is given a suitable address. All requests for refunds shall be made in writing and should be filed within 90 days of termination. 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.
 - i. The Deposit for a standard water service is \$50 for each service unit.
 - ii. The Deposit for a non-standard oversized or Master Metered Accounts shall be based on multiples of meter size equivalence (Section G.6.a.) or actual connections served.

b. If the District is not provided with a suitable address to send the balance of a deposit or if after sending the balance it is returned by the postal service, the District will hold the funds for the customer to claim for a period of three years. After the three year holding period has expired, the District will turn the money over to the Texas Comptroller's Office. The customer may still claim their deposit once deposited with the Comptroller's Office.

4. **Easement Fee.** When the District determines that dedicated easements and/or facilities sites are necessary to provide service to the Applicant, the Applicant shall be required to make good faith efforts to secure the necessary easements and/or sites in behalf of the District and/or pay all costs incurred by the District in validating, clearing, and retaining such easements or sites in addition to tap fees otherwise required pursuant to the provisions of this Service Policy. The costs may include all legal fees and expenses necessary to attempt to secure such easements and/or facilities sites in behalf of the District.

5. **Installation Fee (Tap Fee).** The District shall charge an installation fee for service as follows:

a. **Standard Service** shall include all current labor, materials, engineering, legal, customer service inspection, and administrative costs necessary to provide individual metered water. Standard service (residential) meter sizes will be determined by the district according to residence size, distance, and projected usage. Service shall be charged on a per tap basis as follows:

Meter Size	Water Installation (Tap) Fee
Tier 1 5/8" X 3/4" Residential	\$ 950 (+ \$50 Deposit)
Tier 2 5/8" X 3/4" Residential	\$1950 (+ \$50 Deposit)
1" Commercial	Non-Standard Service
2" Commercial	Non-Standard Service

b. **Non-Standard Service** shall include any and all construction labor and materials, inspection, administration, legal, and engineering fees, as determined by the District under the rules of Section F of this Service Policy.

c. **Standard and Non-Standard Service Installations** shall include all costs of any pipeline relocations as per Section E.2. (d) (vii.) of this Service Policy or other system improvements.

d. **Tier 2 rates** are applicable to all final plots of record in the County on or after August 9, 2021

6. **Monthly Charges.**

a. **Service Availability Charge**

Water Service - The monthly charge for metered water service, which may or may not include allowable gallonage, is based on demand by meter size. Each charge is assessed based on the number of 5/8" X 3/4" meters (as per American Water Works Association maximum continuous flow specifications -- see Miscellaneous) equivalent to the size indicated and is used as a base multiplier for the Service Availability Charge and any allowable gallonage. Rates and equivalents are as follows:

METER SIZE	5/8" X 3/4" METER EQUIVALENTS	MONTHLY RATE
5/8" X 3/4" Residential	1.0	\$ 15
1" Commercial	2.5	\$ 37.50
2" Commercial	8.0	\$ 120

4" Commercial	25.0	\$ 375
6" Commercial	50.0	\$ 750

- b. **Gallonge Charge** - In addition to the Service Availability Charge, a gallonge charge shall be added at the following rates for usage during any one (1) billing period. The District shall, as required by Section 5.235, Water Code, collect from each of its retail customers a regulatory assessment equal to one-half of one percent (.5%) of the charge for retail water or wastewater service. This charge shall be collected in addition to other charges for utility service. This fee is collected on all charges pertaining to Section G.6. Monthly Charges of this Service Policy.

Standard Service (residential)

Up to 15K gallon - \$3.65 per thousand
 15K to 25K gallon - \$4.97 per thousand
 25K to 100K gallon - \$6.29 per thousand
 100K gallon and up - \$6.95 per thousand

Non-Standard Service (Commercial)

Up to 20K gallon - \$3.97 per thousand
 20K to 50K gallon - \$5.29 per thousand
 50K to 100K gallon - \$6.62 per thousand
 100K gallon and up - \$7.94 per thousand

7. **Late Payment Fee.** Once per billing period, a penalty of \$10 or 10% (whichever is higher) shall be applied to delinquent bills. This late payment penalty shall not be applied to any balance to which the penalty was applied in a previous billing, but shall be applied to any unpaid balance during the current billing period.
8. **Returned Check Fee.** In the event a check, draft, or any other similar instrument is given by a person, firm, District, or partnership to the District for payment of services provided for in this Service Policy, 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 \$35.
9. **Reconnect Fee (Re-Service Fee).** The District shall charge a fee of \$100 for reconnecting service after the District has previously disconnected the service for any reason provided for in this Service Policy except for activation of service under Section E.3.b. Re-Service. Customers who have had service disconnected will be required to pay the account current before service will be reconnected.
10. **Fee for Unauthorized Actions.** 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 equal to the actual costs for all labor, material, and equipment necessary for repair or replacement of the District's facilities and shall be paid before service is re-established. The fee shall also include the actual costs for all labor, material, equipment, and other actions necessary to correct service diversions, unauthorized taps, or reconnection of service without authorization. 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 unauthorized use of the District's equipment, easements, or meter shut-off valve, or due to other unauthorized acts by the

Customer 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. Note: Payment of this fee will not preclude the District from requesting appropriate criminal prosecution.

11. ***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 use or charges, this fee or assessment will be billed and collected as a "pass through" charge to the customer.

12. ***Other Fees.*** The actual and reasonable costs for any 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 Customer.



SOMERVELL COUNTY WATER DISTRICT
2099 CR 301 • P. O. Box 1386 • Glen Rose, Texas 76043
Office (254) 897-4141 • Fax (254) 897-7461

PROCEDURE FOR WATER SERVICE

If you are currently connected to a private water well, the line will have to be physically disconnected from the well before SCWD can connect a meter.

SCWD will have to perform a Customer Service Inspection of the plumbing in your house to assure compliance with Texas Commission on Environmental Quality requirements.

SCWD will coordinate with the customer when the well connection can be removed and the meter set and connected. This will be required to be done during normal business hours.

SCWD will inform the customer the approximate working pressure that will be supplied at the tap.

Some customers may require a pressure reducing valve at their delivery point. In some areas pressures may exceed 70psi.