

**SECTION E.**  
**DISTRICT SERVICE RULES AND REGULATIONS**

1. **Activation of Nonstandard Service.** Activation of Nonstandard Service shall be conducted as prescribed be the terms of Section E. of this service policy.
2. **Activation of Standard Service Non-Standard Service.**
  - a. **New Tap** – The District shall charge a non-refundable service installation fee as required under Section G of the Service Policy. The service installation fee shall be quoted in writing to the Applicant. **All fees must be paid in advance of installation.** (30 TAC 291.86 (a) (1) (A))
  - b. **Re-Service** – For re-service (or to Re-Set a meter where a meter previously installed but disconnected) the District shall charge the deposit fee and other costs necessary to restore service. When re-service is requested by an applicant owing any delinquent charges on any 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 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 staff or designated representative. No person other than the properly authorized agent of the District shall be permitted to tap or make any connection to the mains or distribution pipes of the district’s water system, or make any repairs or additions to or alterations in any tap, pipe, valve or other fixture connected with the water service pipe. The tap for a standard service request usually will be completed within seven to ten (7 to 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 equipment for Non-Standard Service Request. (See Section F., 30 TAC 291.85)
  - d. **Inspection of Customer Service Facilities** – The property of and the facilities at the service connection shall be inspected to insure compliance with state required Minimum Acceptable Operating Practices for Public Drinking Water Systems as promulgated by the Texas Commission on Environmental Quality or successor agency. The customer must, at his or her expense, properly install and provide certification of maintenance on any backflow prevention device required by the District. (30 TAC 290.46(j))
3. **Applicant’s Recourse.** In the event the District refuses to serve an applicant under the provisions of these rules, the District must notify the applicant, in writing, on the basis of its refusal. The applicant may file for an appeal, **in writing**, with the Board of Directors of the District.
4. **Application Procedures and Requirements.** For the purposes of this service policy, service requested by the Applicant(s) shall be for property designated to receive the service provided by the District. Service shall be through a water meter tap located on that designated property unless otherwise approved by the board. Service shall be divided into the following two classes:
  - a. **Standard Service** is defined, as service on an specific property designated to receive service from an existing pipeline where pipeline or service facility extensions are not required and special design and/or engineering considerations are not necessary. Typically, this would include 5/8” X 3/4” or 3/4” sized water meter services set on existing pipelines.
  - b. **Non-Standard Service** is defined as any service request that requires a larger meter service, service to a master metered account (see E.4.c.(4) of this section), or an addition to the supply,

storage and/or distribution system. The service requirements as prescribed by Section F of this Service Policy shall be required of the Non-Standard Service Applicant prior to providing service. The District shall make a determination as to the appropriate size and type of meter to serve non-standard applicants.

c. **Requirements for Standard and Non-Standard Service.**

- 1) The District's Service Application and Agreement Form shall be completed in full by the Applicant.
- 2) A Right-of-Way Easement Form or other such easement form, approved by the District must be provided by the Applicant (properly executed by the person or persons having legal authority to convey an easement) for the purpose of providing water service to the applicant and to allow for future facility additions. (This requirement may be delayed for Non-Standard service requests.)
- 3) An applicant for service where service has not previously been provided shall provide proof of ownership to property for which service has been requested in a manner acceptable to the District. Proof of ownership shall consist of warranty deed, deed of trust or other recordable documentation of fee simple title to the real estate designated to receive service.
- 4) The District shall install individual meters owned by the District in an apartment house, manufactured home rental community, multiple use facility, or condominium on which construction begins after January 1, 2003, unless the District determines that installation of individual meter are not feasible. If the District determines that installation of 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 costs, including the costs of individual meter installations, as provided in Section G.5. The cost of individual meter installation shall be prepaid by the property owner as well as the cost of any additional facilities or supply occasioned by the total water service demand represented by full occupancy of the property, as determined under applicable provisions of Section G.
- 5) The District may consider master metering of water service to apartments, condos, trailer/RV parks, business centers or other similar type enterprises installed prior to January 1, 2003 or at an applicant's request provided the total number of units to be served are all:
  - a. owned by the same person, partnership, cooperative, agency, public or private organization of any type but not including a family unit, and considered a commercial enterprise; i.e. for business, rental, or lease purposes; or
  - b. not directly accessible to public right-of-way, (such as but not limited to gated communities).
- 6) The meter and/or connection is for the sole use of the Customer and is to serve water to only the RV Park layout as referenced in the file. This meter is to service \_\_\_\_ hookups within this RV Park. If at any time the Customer wishes to add hookups they must contact the SUD to be sure that there is sufficient capacity coming through the meter for additional hookups. If it is established that more hookups can be added a new Service Agreement will be required with the updated layout referencing all hookups.
- 7) Individual metering for multiple use facilities. On request by the property owner or manager, the district shall install individuals meters owned by the District in an apartment house, manufactured home rental community, multiple use facility or condominium on which construction begins after January 1, 2003, unless the District determines that installation of individual meter are not feasible. If installation of meters is not feasible, the District shall have no obligation to install meters until the property owner or manager installs a plumbing system,

at the property owner's or manager's expense that is compatible with the installation and service of meters. Each individual meter will require a Service Application and Agreement pursuant to this Service Policy.

- 8) Notice of application approval and costs of service 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 of service.
  - 9) If the water main has been located in the public right-of-way and is adjacent to the Applicant's property due to the current or previous landowner's refusal to grant easement to the District for the purposes of installing the water main and appurtenances, and the District has documentation of such refusal, the Applicant, prior to receiving the requested service, shall grant easement required under this Service Policy and in addition to the normally required fees for new customer service, shall pay such sums as are reasonably necessary to cap the existing line in the ROW and construct the appropriate line or lines within that easement for the District's system-wide service. (See Miscellaneous Transactions Forms)
5. **Back Billing.** The District may back-bill a customer for up to forty-eight (48) consecutive months for meter error, misapplied meter multiplier, incorrect meter readings, or error in computing a customer's bill. Failure to pay the most recent six (6) months billing will result in disconnection of service. (See 16 TAC 24.165(h))
  6. **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, a test fee as prescribed in Section G of this Service Policy 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 shall complete a Meter Test Request Form prior to the test. (See Attachments.)
  7. **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, the billings shall be sent on the new change date unless otherwise determined by the District.
  8. **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 the Service Policy, Sub-Section 25.a.
  9. **Charge Distribution and Payment Application.**
    - a. **The Service Availability Charge** is billed on a monthly basis. Charges shall be prorated for meter installations and service termination's falling during the billing period.
    - b. **Gallage Charge** shall be billed at the rate specified in Section G and billing shall be calculated in one hundred (100) gallon increments. Water charges are based on monthly meter readings and are calculated from reading date to reading date. Readings used in all billing calculations shall be taken by the District's employees or designated representative.
    - c. **Posting of Payments** – All payments shall be posted against previous balances prior to posting against current billings.

- d. **Forms of Payment** – The District will accept the following forms of payment: cash, personal check, cashier’s check, money order, draft on bank or credit card payment (via the District’s website, automated phone system, or in person at the District’s office.) The District will not accept two-party checks, pay checks, or any other instrument of payment that is not made out to the District. The District reserves the right to require exact change and may refuse to accept payments made using more than \$1.00 in coins.

#### 10. Connection of Water Service.

- a. Application for water service connections shall be filed with the District upon application forms made available from the District. All applicants for water service shall meet all District requirements for service including the granting of any necessary water easements (as determined by the District) to serve the connection to the District and the installation of a customer service isolation valve at the expense of the service applicant.
- b. No person, other than the properly authorized agent of the District, shall be permitted to tap or make any connection with the mains or distributing pipes of the district’s water system, or make any repairs or additions to or alternations in any tap, pipe, cut-off or other fixture connected with the water service pipe.
- c. The 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 or its designated agent 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 his or her expense, properly install any backflow prevention device required by the District.
- e. Water Extensions. As of the effective date of this Service Policy, the cost of the installation of water lines beyond the existing service lines or the cost of upsizing lines (when necessary) of District to 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 services.

#### 11. Customer’s Responsibility.

- a. The customer shall provide access to the meter as per the easement and service agreement. If access to the meter is hindered or denied preventing the reading of the meter, an estimated bill shall be rendered to the customer for the month; and a notice shall be sent to the effect that access could not be gained. If access is denied for three (3) consecutive months after proper notification to the customer, then service shall be disconnected and the meter removed with no further notice. Conditions that may hinder access include, but are not limited to, fences with locked gates, vehicles or objects placed on top of meters or meter boxes, and unrestrained animals. (Section E.2.d.)
- b. The customer shall be responsible for compliance with all utility, local, and state codes, requirements, and regulations concerning on-site service and plumbing facilities.
- 1) All water service connections shall be designed to ensure against back-flow or siphonage into the District’s water supply. In particular, livestock water troughs shall be plumbed above the top of the trough with air space between the discharge and the water level in the trough. (30 TAC 290.46)
- 2) The use of pipe and pipe fitting that contain more than 0.25% 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)

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. A Customer owning more than one service connection shall keep all payments current on all accounts (active or inactive). Failure to maintain current status on all accounts shall be enforceable as per Service Application and Agreement executed by the Customer.
- d. The District's ownership and maintenance responsibility of water supply and metering equipment shall end at the meter or other service equipment. 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 as determined by the District's Service Policy as amended from time to time by the Board of Directors.
- e. The District shall require each customer to install, at his own expense, a service line with a shut-off valve from the water meter connection to the point of use for purposes of isolating the customer's service pipeline and plumbing facilities from the District's water pressure. This cut-off valve may be installed as a part of the original meter installation by the District. 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. Any damage to the District's equipment shall be subject to service charges.
- f. All Public Water Supply Systems must have a minimum of 35 lbs to all customers. This minimum pressure is to be maintained throughout the water system. In order to maintain a 35 lb minimum service pressure some areas of our system will experience much higher pressures. If pressures are viewed as high or excessive a pressure regulator may be used to reduce water pressure at your house and/or business. The installation of a regulator or other pressure-reducing device is the customer's responsibility and must be installed by a licensed plumber or by the owner according to State Regulations. All plumbing, fittings, regulators, or other type of connections on the customer's side of the meter are the customer's responsibility. The customer is also responsible for all costs associated with water loss or damage.
- g. **The customer shall hold the District harmless from any and all claims or demands for damage to real or personal property occurring from the point the customer ties on to the water meter to the final destination of the line installed by the customer.**
- h. The customer agrees to grant to the District an easement of right-of-way for the purpose of installing, maintaining, and operating such pipelines, meters, valves, and any other equipment which may be deemed necessary for the District on such form as is required by the District to provide water service to said meter.
- i. The Customer shall, at his expense, properly install, test and maintain any backflow prevention device required by the SUD. Copies of all testing and maintenance records shall be provided to the SUD. If the customer fails to comply with these terms, the SUD shall, as its option, terminate service or properly install, test, and maintain an appropriate backflow prevention device at the service connection. Any expenses associated with the installation of the backflow prevention device shall be billed to the Customer. Failure of the customer to remit payment within 10 business days to the SUD shall result in immediate service disconnection. Testing records are due in January of each year, to be delivered to the SUD.
- j. The SUD will maintain a copy of this agreement as long as the Customer and/or the premises are connected to the SUD.

12. **Deferred Payment Agreement.** The District may offer a deferred payment plan (DPP) to a customer who cannot pay an outstanding balance (greater than 200.00) in full and is willing to pay the balance in reasonable installments as determined by the District, including any Late Penalty Fees or interest on the monthly balance to be determined as per agreement. The District may choose to waive late penalty fees for customers who experience an unusually high water bill due to a leak on customer's side of meter. DPP's and waivers will only be initiated upon the customer's request. DPP agreements will be signed by the customer and kept on file in the District's office. Failure to comply with DPP will result in the customer's meter being locked and will require the remaining balance and applicable fee to be paid in full prior to the meter be unlocked. (See Attachments)
13. **Denial of Service.** The District may deny service for the following reasons:
- a. Failure of the applicant to provide all required easements, forms and pay all required fees and charges;
  - b. Failure of the applicant to comply with rules, regulations, policies, and by laws of the District;
  - c. Existence of a hazardous condition at the applicant's property that, upon connection, which would jeopardize the welfare of other customers of the District;
  - d. Failure of applicant to provide District employees/representative reasonable access to property, for which service has been requested;
  - e. Failure of applicant to comply with all governmental rules and regulations of the state regulatory agency and/or the District's Service Policy and Customer Service Agreement by the applicant;
  - f. Failure of applicant to provide proof of ownership, to the satisfaction of the District, or property for which the tap has been requested, and/or
  - g. Applicant's service facilities are known to be inadequate or of such condition that satisfactory service cannot be provided.
  - h. Failure of the applicant to pay any previous outstanding debt owed to the District from previous service account(s) in full. This could be delinquencies resulting from the same account location or other service location(s) within the system where the Applicant received service.
14. **Disputed Bill.** In the event of a dispute between the customer and the District regarding any bill, the District shall forthwith make and conduct an investigation as shall be required by the particular case, and report the results in writing thereof to the customer. All disputes under this Subsection must be submitted to the District, in writing, prior to the due date posted on said bill.
15. **Due Dates, Delinquent Bills, and Service Disconnection Date.**
- a. The District shall mail all bills on or about the 21<sup>st</sup> of the month. All bills shall be due and payable upon receipt and are past due beyond the date indicated on the bill, after which time a penalty shall be applied as described in Section G.6. A bill is **delinquent** if not paid on or before the past due date. Payments made by mail will be considered late if postmarked after the past due date. 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 of 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. **All delinquent accounts are subject to immediate locking following the delivery of the Final Notice.**

- b. Upon written request, any residential customer 60 years of age or older who occupies the entire premises of a dwelling receiving water utility service from the District shall receive extension of the past due date, without penalty. The extension shall not exceed 10 days beyond the usual 15 day payment period for a total of no more than 25 days from the date the bill is issued. The request may specify extension of the late payment periods for current and subsequent billings. (Reference Utilities Code Section 182.001 – 182.005)

#### 16. Enforcement for Violations of Service Policy

- a. If any person violates any provisions of this Service Policy, and thereby violates a state or federal statute or injunction, the District may seek prosecution of that person in the appropriate state or federal court, and may seek such penalties as are prescribed by that statute or injunction.
- b. The District may disconnect water service to any user discharging prohibited wastes according to Section E (24).
- c. If any person violated any provisions of this Service Policy, and the violation is not punishable in state or federal courts, the District may seek an injunction for specific action and/or damages in the appropriate state or federal court.
- d. The District will not provide water service until all requirements for service connections have been met.

17. **Inoperative Meters.** Water meters found inoperative will be repaired or replaced within a reasonable time. If a meter is found not to register for any period, unless by-passed or tampered with, the District shall do an average 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 (normally an average of consumption during the three-month period prior to the discovery of the inoperative meter).

18. **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 occupant of the premises to be served;
- b. Failure to pay a bill to correct previous under billing due to meter error, misapplied meter multiplier, incorrect meter readings, or computation error 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 interfere 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 at the same address except where the change of customer identity is made to avoid or evade payment of a utility bill. **BSUD requires any customers applying for re-activation of a service account that has been flagged for bad debt and/or theft to provide proof that they are not assisting previous customers to avoid/evade paying their bills.**
- e. Failure to comply with regulations or rules for anything other than the type of utility service specifically requested including failure to comply with septic tank regulations.

19. **Line Extension Reimbursement.** An approved Applicant may have to pay on a prorated basis a line reimbursement fee to the District for the purpose of reimbursing a customer or other party that made the capital outlay to extend service to that area. (See Section J, Attachments)
20. **Meter Relocation.** Relocation of services shall be allowed by the District provided that:
- a. An easement of the proposed location has been granted to the District;
  - b. The customer pays the actual cost of relocation plus administrative fees, and
  - c. Service capacity is available at proposed location.
  - d. The tap that is left at the original location will be removed.
21. **Meter Tampering and Other Unauthorized Diversion.**
- a. For the purposes of these Sections, the term “Tampering” shall mean meter-tampering, by-passing, or diversion of the District’s meter or equipment causing damage or unnecessary expense to the utility, by-passing the same, or other instances of diversion, including:
    - 1) Removing a locking or shut-off device used by the District to discontinue service,
    - 2) Physically disconnecting or disorienting the meter or meter register, wires, antenna, etc.,
    - 3) Attaching objects to a meter, flush valve, etc. to divert service or to by-pass,
    - 4) Inserting object into the meter, flush valve, etc. to by-pass or divert water and,
    - 5) Other electrical and mechanical means of tampering with, by-passing, or diverting service;
    - 6) Connection or reconnection of service without District authorization;
    - 7) Connection to the service line of adjacent customers or flush valves; and
    - 8) Preventing the supply from being correctly registered by a metering device due to adjusting the valve so that flow is reduced below metering capability.

The burden of proof of Tampering is on the District. Photographic evidence or any other reliable and credible evidence may be used; however, any evidence shall be accompanied by a sworn affidavit by the District’s staff when any action regarding Tampering is initiated. A court finding of Tampering may be used instead of photographic or other evidence, if applicable. Unauthorized users of services of the District shall be prosecuted to the extent allowed by law under the Texas Penal Code 28.03, 12.21 and 12.22.
  - b. If the District determines under subsection (a) that Tampering has occurred, the District shall disconnect service without notice as set forth in E.25.b.4; and charge the person who committed the Tampering the total actual loss to the District, including the cost of repairs, replacement of damaged facilities, and lost water revenues.
  - c. In addition to actual damages charged under subsection (b), the District may assess a penalty against the person who committed the Tampering. The penalty must be reasonable and not exceed \$10,000.
22. **Ownership of equipment.** All water meters, equipment and materials required in providing water service to the point of customer connection; water meter tap, is the property of the District upon installation, and shall be maintained by the water system only.



**23. 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 0.25% lead may be used for the installation or repair of plumbing at any connection that provides water for human use.
- e. No solder or flux which contains more than 0.2% lead can be used for the installation or repair of plumbing at any connection that provides water for human use.

**24. 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 consider allowing an apartment building or mobile home/RV park to apply as a “Master Metered Account” and have a single meter (This refers to Section E.4.c.(4)). 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 of this Service Policy. (see Sample Application Packet RUS-TX Bulletin 1780-9 (Rev. \_\_\_\_\_))

**25. Rules for Disconnection of Service.** The following describes the rules and conditions for disconnection of service. Notwithstanding any language to the contrary in the Service Application and Agreement Form, the District may only discontinue service for the reasons set forth in this section.

- a. **Disconnection with Notice** – Water utility service may be disconnected for any of the following reasons after proper notification has been given.
  - 1) Returned Checks – If payment is made prior to the initial due date, the District shall mail, via the U.S. Postal Service, a notice requiring redemption of the returned instrument within ten (10) days of the date of the notice to be made to the District office. Redemption of the returned shall be made by cash, money order, or certified check. Failure to meet these terms shall initiate disconnection of service. (See Attachments) If payment is made after the due date, the bill shall be considered as if payment has not been made and service shall be disconnected on the date stated in the notice of disconnect. Any such instrument returned as insufficient or non-negotiable for any reason for any two billing periods within a 12-month period shall be considered evidence of bad credit risk by the District. The customer violation shall be placed on a “cash-only” basis for a period of 12 months. **NOTE:** “cash only,” means certified check, money order, or cash.
  - 2) Failure to pay a delinquent account for utility service, failure to timely provide a deposit or failure to comply with the terms of a deferred payment agreement. (see Attachments);
  - 3) Violation of the District’s rules pertaining to the use of service in a manner which interferes with the service of others or 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 of the customer to comply with the terms of the District's Service Agreement, Service Policy, Bylaws, or Special Contract provided that the District has given notice of said failure to comply, and customer has failed to comply within a specified amount of time after notification.
- 5) Failure to provide access to the meter under terms of this Service Policy or to property at which water service is received when there is no reason to believe that a hazardous condition or policy violation exists for which access is necessary to verify.
- 6) Misrepresentation by any Applicant or Transferee of any fact on any form, document, or other agreement required to be executed by the District.
- 7) Failure of customer to re-apply for service upon notification by the District that customer no longer meets the terms of the service classification originally applied for under the original service application.
- 8) Failure to pay charges arising from service trip fee as defined in Section G.19, meter re-read fee, or meter read fee when a customer on self-read plan failed to submit their meter reading.
- 9) Failure by a customer to pay for all repair or replacement costs resulting from the customer damaging system facilities including, but not limited to water lines, service taps, meter boxes, valves, or meters by engaging in activities such as property excavations, installment of a driveway or roadway requiring encasements, lowering or re-routing of lines or system components, or by any other action. The notice will detail the extent of the damage, the location of damage, the cost of repair, and whether the damage occurred on private property or on a public right-of-way. Failure to pay the cost of repair or replacement will result in the customer's service being disconnected. Service will remain disconnected until payment is received or an acceptable payment plan is approved.
- 10) Failure to disconnect or secure additional service tap(s) for an RV or other service connection (See E.24 of this Section) after notification by the District or violation of the prohibition of multiple connections.

b. **Disconnection without Notice** – Water utility service may be disconnected without notice for any of the following conditions:

- 1) A known dangerous or hazardous condition exists for which service may remain disconnected for as long as the condition exists, including by not limited to, a public health nuisance as defined in Sections 341.011 or 343.011 of the Texas Health and Safety Code. (Section E.2.d., E.12, E.21; 30 TAC 290.46 (j)). If there is reason to believe a dangerous or hazardous condition exists, the District may conduct a customer service inspection (CSI) to verify the hazardous condition and may notify the local county health office. The District will disconnect without notice if the customer refuses to allow access for the purpose of confirming the existence of such condition and/or removing the dangerous or hazardous condition (30 TAC 290.46(i) and 30 TAC 290.46(j)). Service will be restored when a CSI confirms no health hazard exists, the health hazard has been removed or repaired, or the health hazard has been isolated from the District's water system by the installation of a backflow prevention device.
- 2) A line break on the customer's side of the meter is considered a potential hazardous condition under b(1). If the District conducts a CSI and discovers that the line break has created a hazardous condition, the District will provide the

customer up to five (5) business days, or another time period determined reasonable under the circumstances, to repair the line prior to disconnection of service.

- 3) Service is connected or has been reconnected without authorization following termination of service for nonpayment; and
- 4) Tampering with the District's meter or equipment, by-passing the meter or equipment, or other diversion of service as set forth in Section E.21.
- 5) When a returned check is received on an account that was scheduled for disconnection service shall be immediately disconnected.

**NOTE: Where reasonable under the circumstances of the disconnection, a written statement providing notice of disconnection and the reason therefore shall be posted at the place of common entry or upon the front door of each affected residential unit after service has been disconnected.**

- c. **Disconnection Prohibited** – Utility service may not be disconnected for any of the following reasons:
  - 1) Failure of the customer to pay for merchandise or charges for non-utility service provided by the District, unless an agreement exists between the applicant and the District whereby the customer guarantees payment of non-utility service as a condition of service;
  - 2) Failure of the customer 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 of the customer to pay charges arising from an under-billing occurring due to any misapplication of rates more than six (6) months prior to the current billing;
  - 4) Failure of the customer to pay the account of another customer as guarantor thereof, unless the District has in writing the guarantee as a 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 are due under the Inoperative Meters subsection E.17. of this Service Policy;
  - 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;
  - 7) In response to a request for disconnection by an owner of rental property where the renter is billed directly by the District as authorized by an owner, and the renter's account is not scheduled for disconnection under the Rules for Disconnection of Service in this Service Policy.
- d. **Disconnection on Holidays and Weekends** – Unless a dangerous condition exists or the customer requests a disconnection, service shall not be disconnected on a day, or on a day preceding a day, when personnel of the District 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 approval from the Texas Commission on Environmental Quality.

- f. **Disconnection for Ill and Disabled** – 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. To avoid disconnection under these circumstances, the customer must provide a written statement from a physician to the District prior to the stated date of disconnection. Service may be disconnected in accordance with Subsection (a) of this Section if the next month’s bill, and the past due bill are not paid by the due date of the next month’s bill, unless the customer enters into a deferred payment agreement (see Attachments).
- g. **Disconnection of Temporary Service** – When an applicant with a temporary service fails to comply with the conditions stated in the Service Application and Agreement Form or other rules of this Service Policy may be terminated with notice.

26. **Service Entitlement.** An Applicant requesting service within the boundaries of the District or the District’s CCN service area shall be considered qualified and entitled to water service when proper application has been made, terms and conditions of service have been met and continues to be met and all fees have been paid as prescribed. An Applicant requesting service outside the District’s boundaries or CCN service area shall be considered for service in accordance with current District policies on providing service outside the District boundaries or CCN service area.

27. **Standards for Water Service Lines.**

- a. In addition to compliance with these Rules, all connections shall comply with the Rules and Regulations for Public Water Systems issued by the Texas Commission of Environmental Quality set forth in 31 TAC 290. In the event of a conflict between this Service Policy and TCEQ Rules, the more stringent rule shall apply.
- b. Water pipe and fittings shall be of brass, copper, cast iron, galvanized malleable iron, galvanized wrought iron, galvanized steel, or other approval materials.
- c. **Water service lines and wastewater service lines shall not be less than three (3) feet apart horizontally and shall be separated by undisturbed or compacted earth.**
- d. Water service lines or any underground water pipe shall not be run or laid in the same trench with non-metallic sewer or drainage piping unless all three of the following conditions are met:
  - 1) The bottom of the water service line at all points shall be at least twelve inches (12”) above the top of the wastewater line.
  - 2) The water service line shall be placed on a solid shelf excavated at one side of the common trench and the two lines shall be separated by a minimum of eighteen inches (18”).
  - 3) The water service line shall be installed with water tight joints tested to a minimum of 150 PSI.
- e. A minimum of four feet (4’) of type “L” soft copper pipe or approved poly pipe shall be installed at the end of the water service line at the connection to the water meter.
- f. Water service lines shall be bedded with rock free material to provide six inches (6”) of cushion below the line. The trench bottom and wall should be cleared of all protruding rocks which would damage the pipe before the sand bedding is placed.
- g. A District representative shall install a District-owned water meter and a District approved meter box.

- h. 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.
- i. Lawn sprinkling systems shall be equipped with an approved vacuum breaker installed in the discharge side of each of the last valves. The vacuum breaker shall be installed at least six (6") above the surrounding ground and above a sufficient number of heads so at no time will the vacuum breaker be subjected to back pressure or drainage.
- j. The District's water system shall be protected from swimming pool makeup water by means of an approved backflow preventer or an adequate air gap.
- k. Upon installation of a service line, a request for inspection shall be made to the District's office forty-eight (48) hours in advance for request of inspection, and no back filling of the lines may be made until inspection has been made by the District, its agents or employees.
- l. Back filling of service line trenches must be accomplished within twenty-four (24) hours of inspection and approval, and no debris will be permitted in any service line trench.