

**SECTION A**  
**RESOLUTIONS**

THE BOARD OF DIRECTORS OF MEDINA WATER SUPPLY CORPORATION ESTABLISHES THAT:

1. This Tariff of the Medina Water Supply Corporation, serving in Bandera County consisting of Sections A. through H. and forms inclusive, is adopted and enacted as the current regulations and policies effective as of April 14, 2003. Only those preexisting written contracts or agreements executed by the present or previous Board of Directors shall remain in effect, unless the contract or agreement requires compliance with changes of the Tariff from time to time.
2. The adoption of this Tariff does not prohibit or limit the Corporation from enforcing previous penalties or assessments from before the current effective date.
3. An official copy of this and all policies or records shall be available during regular office hours of the Corporation. The Secretary of the Corporation shall maintain the original copy as approved and all previous copies for exhibit.
4. Rules and regulations of state or federal agencies having jurisdiction shall supersede any terms of this policy. If any section, paragraph, sentence, clause, phrase, word, or words of this policy are declared unconstitutional or invalid for any purpose, the remainder of this policy shall not be affected.
5. This Tariff has been adopted in compliance in Open Meeting in compliance with the Open Meeting Act, Chapter 551 of the Texas Government Code.

PASSED and APPROVED this 14th day of April, 2003.

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President, Medina Water Supply Corporation

SEAL

ATTEST:

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Secretary, Medina Water Supply Corporation

Approved \_\_\_\_\_  
WSC

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**SECTION B**  
**STATEMENTS**

1. ***Organization***

The Medina Water Supply Corporation is a member-owned, non-profit corporation incorporated pursuant to the Texas Water Code Chapter 67, Non-Profit Water Supply Corporations and as supplemented by the Texas Non-Profit Corporation Act, Tex. Rev. Civ. Stat. Ann., Article 1396-1.01, et seq. (West 1980, Vernon Supp. 1996 as amended) for the purpose of furnishing potable water and or sewer utility service. Corporation operating policies, rates, and regulations are adopted by the Board of Directors elected by the Members of the Corporation.

2. ***Non-Discrimination Policy***

Membership in the Corporation and service is provided to all Applicants who comply with the provisions of this Tariff regardless of race, creed, color, national origin, sex, disability, or marital status.

3. ***Policy and Rule Application***

These policies, rules, and regulations apply to the water services provided by the Medina Water Supply Corporation, also referred to as Corporation, MWSC. Failure on the part of the Member, Consumer, or Applicant to observe these policies, rules and regulations gives the Corporation the authority to deny or discontinue service according to the terms of this Tariff as amended from time to time by the Board of Directors of the Corporation.

4. ***Corporation Bylaws***

The Corporation Members have adopted bylaws (see Article 1396-2.09) which establish the make-up of the Board of Directors and other important regulations of the Corporation. The bylaws are on file at the Corporation's office.

5. ***Fire Protection Responsibility***

The Corporation does not provide nor imply that fire protection is available on any of the distribution systems. All hydrants or flush valves are for the operation and maintenance of the system and may be used for refill only by authorized fire departments. The Corporation reserves the right to remove any hydrant, due to improper use or detriment to the system as determined by the Corporation, at any time without notice, refund, or compensation to the contributors unless such hydrants are installed pursuant to the terms of a Non-Standard Service Contract as provided for in Section F, in which event the terms and conditions of the Contract shall apply.

6. ***Damage Liability***

The MWSC is not liable for damages caused by service interruptions, events beyond its control, and for normal system failures. The limits of liability of the MWSC are the extent of the cost of service provided. By acceptance of Membership, Member consents to waiver of such liability.

7. ***Information Disclosure***

The records of the Corporation shall be kept in the Corporation office in Medina, Texas. All information collected, assembled, or maintained by or for the Corporation shall be disclosed to the public in accordance with the Texas Public Information Act. An individual customer may request in writing that their name, address, telephone number, or social security number be kept confidential. Such confidentiality does not prohibit the utility from disclosing this information to an official or employee of the state or a political subdivision of the state acting in an official capacity or an employee of the Corporation acting in connection with the employee's duties. Further, such confidentiality does not prohibit the Corporation from disclosing the name and address of each member on a list to be made available to the Corporation's voting members, or their agents or attorneys, in connection with a meeting of the Corporation's members. The Corporation shall give its applicants and customers notice of rights to confidentiality under this policy and all prevailing associated fees for such requests.

8. ***Grievance Procedures***

Any Member of the Corporation or individual demonstrating an interest under the policies of this Tariff in becoming a Member of the Corporation shall have an opportunity to voice concerns or grievances to the Corporation by the following means and procedures:

- A. By presentation of concerns to the Corporation's manager or authorized staff member. If not resolved to the satisfaction of the aggrieved party then,
- B. By presenting a letter to the Board of Directors stating the individual's grievance or concern and the desired results.
- C. The Board of Directors shall respond to the complaint by communicating the Board's decision in writing.
- D. Any charges or fees contested as a part of the complaint in review by the Corporation under this policy shall be suspended until a satisfactory review and final decision has been made by the Board of Directors.

9. ***Customer Service Inspections***

The Corporation requires that a customer service inspection certification be completed prior to providing continuous water service to new construction and for all new members as part of the activation of standard and some non-standard service. Customer service inspections are also required on any existing service when the Corporation has reason to believe that cross-connections or other potential contaminant hazards exist, or after any material improvement, correction or addition to the members' water distribution facilities. This inspection is limited to the identification and prevention of cross connections, potential contamination hazards and illegal lead materials. (30 TAC 290.46(i-j))

10. ***Submetering Responsibility***

Submetering and Non-Submetering by Master Metered Accounts may be allowed in the Corporation's water distribution system provided the Master Metered Account customer complies with the Texas Commission on Environmental Quality Chapter 291 Subchapter H rules pertaining to Submetering. The Corporation has no jurisdiction over or responsibility to the tenants. Tenants receiving water under a Master Metered Account are not considered customers of the

Corporation. Any interruption or impairment of water service to the tenants is the responsibility of the Master Metered Account Customer. Any complaints regarding submetering should be directed to the Texas Commission on Environmental Quality.

**NOTE:** The system should check with the Master Metered Account Customer to:

1. See if they have registered with the TCEQ, (Chapter 13 Texas Water Code Subchapter M.)
2. See that they do not charge their tenants more than the total amount of charges that you have billed. If the aggregate bill is greater than the Corporation's charge, the Master Metered Account Customer is considered by the TCEQ to be a separate Public Water System and will be required to comply with all TCEQ regulations.
3. Protect the System's CCN. Should the Master Metered Account Customer continue to violate these or other State regulations, the Corporation will need to request a Cease and Desist Order from the TCEQ. (Texas Water Code Chapter 13.252 and 30 TAC Chapter 291.118)

Approved \_\_\_\_\_  
WSC

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**SECTION C**  
**DEFINITIONS**

**Active Service** - The status of any Member receiving authorized service under the provisions of this Tariff.

**Applicant** - A person, partnership, cooperative corporation, corporation, agency, public or private organization of any type applying for service with the Medina Water Supply Corporation.

**Board of Directors** - The governing body elected by the Members of the Medina Water Supply Corporation. (Article 1396-1.02 (7))

**Bylaws** - the rules pertaining to the governing of the Medina Water Supply Corporation adopted by the Corporation Members (Article 1396-1.02 (5))

**Certificate of Convenience and Necessity (CCN)** - The authorization granted under Chapter 13 Subchapter G of the Texas Water Code for Medina Water Supply Corporation to provide water service within a defined territory. Medina Water Supply Corporation has been issued Certificate Number 12368. Territory defined in the CCN shall be the Certificated Service Area. (See Section D. Certificated Service Area Map)

**Corporation** - The Medina Water Supply Corporation (Section B. 3 of this Tariff)

**Developer** - Any person, partnership, cooperative corporation, corporation, agency, or public or private organization who subdivides land or requests two (2) or more water connections on a single contiguous tract of land [as defined in Chapter 13.2502 (e)(1) of the Water Code]

**Disconnection of Service** - The discontinuance of water service by the Corporation to a Member/Customer.

**Easement** - A private perpetual dedicated right-of-way for the installation of water pipelines and necessary facilities which allows access to property for future operation, maintenance, facility replacement, facility upgrades, and/or installation of additional pipelines (if applicable).

**Equity Buy-In Fee** - Each Applicant shall be required to achieve parity with existing Members. This fee shall be assessed prior to providing or reserving service on a per service unit basis for each tap/lot and shall be assigned and restricted to the tap/lot for which the service was originally requested. (Section G. 5., also see Miscellaneous)

**Final Plat** - A complete plan for the subdivision of a tract of land. The Medina Water Supply Corporation shall determine if a plat submitted for the purpose of this Tariff shall qualify as a final plat. (30 TAC 291.85)

**Hazardous Condition** - A condition that jeopardizes the health and welfare of the Members/Consumers of the Corporation as determined by the Corporation or regulatory authority.

**Indication of Interest Fee** - A fee paid by a potential Member of the Corporation for the purpose of determining the feasibility of a construction and/or expansion project. The Indication of Interest Fee may be converted to a Membership Fee upon determination that service to the Applicant is feasible and available. This also applies to applicants applying for, or receiving, Temporary Service.

**Liquidated Membership** - A Membership that has been canceled due to delinquent charges exceeding the Membership Fee or for other reasons as specified in this Tariff.

**Member** - Any person, partnership, cooperative corporation, corporation, agency, or public or private organization who holds a Membership in the Corporation and who is a record owner of a fee simple title to the property served, that has qualified for service and been certified as a Member in accordance with the Corporation's Tariff. (TX Water Code Chapter 13.0010, TX Water Code Chapter 67)

**Membership** - A non-interest bearing stock purchased from the Corporation evidencing a Member's interest in the Corporation. (See Tariff Section E. 6 b and Article 1396-2.08 D)

**Membership Fee** - A fee qualified as such under the terms of the tariff and the bylaws of the Corporation assigned to the real estate designated to receive service. The Membership Fee shall be refundable upon termination of service and surrendering the Membership. (30 TAC 291.3 Definitions, Texas Water Code 13.043(g))

**Proof of Ownership** - For the purpose of this tariff, applicants for service and membership shall provide proof of ownership by deed of trust, warranty deed, or other recordable documentation of fee simple title to real estate to be served. (Texas Water Code 67.016 (d))

**Public Utility Commission of Texas (PUCT)** – Provides oversight and jurisdiction over the rates and fees charged by Non-Profit Water and Sewer Service Corporations.

**Renter** - A consumer who rents or leases property from a Member or who may otherwise be termed a tenant. (See Tariff Section E. 7.)

**Re-Service** - Providing service to an Applicant at a location for which service previously existed. Costs of such re-servicing shall be based on justifiable expenses. (See Tariff Section E. 3. B., E. 4. B., and Miscellaneous)

**Reserved Service Charge** - A monthly charge assessed for each property where service is being reserved. (See Tariff Section F. 6. d., e)

**Service Availability Charge** - (Also known as “minimum monthly charge”, “minimum”, or the “base rate”) The monthly charge assessed each Member/Customer for the opportunity of receiving service. The Service Availability Charge is a fixed rate based upon the meter, service size, or equivalent dwelling unit(s). (See definition of Reserved Service Charge)

**Service Application and Agreement** - A written agreement between the Member/Applicant and the Corporation defining the specific type of service requirements requested on the current service application and agreement form, and the responsibilities of each party required before service is furnished. (See Sample Application Packet RUS-TX Bulletin 1780-9 (Rev. 5/99) or Non-Standard Service Contract)

**Service Unit** - The base unit of service used in facilities design and rate making. For the purpose of this Tariff, a service unit is a 5/8” x 3/4” water meter.

**Subdivide** - To divide the surface area of land into lots or tracts. (Local Government Code Chapter 232, Section 232.021 Definitions)

**Subdivider** – An individual, firm corporation or other legal entity that owns any interest in land and that directly or indirectly subdivides land into lots as a part of a common promotional plan in the ordinary course of business. (Local Government Code 232, Section 232.021 Definitions)

**Subdivision** - An area of land that has been subdivided into lots or tracts. (Local Government Code 232, Section 232.021 Definitions)

**Tariff** - The operating policies, service rules, service extension policy, service rates, rationing policies, sample application packet, and miscellaneous transaction forms adopted by the Board of Directors. A copy of this Board approved tariff is on file at the Corporation office and as required with the Public Utility Commission of Texas (PUCT).

**Temporary Service** - The classification assigned to an applicant that is in the process of construction. This could also apply to service for uses other than permanent (agricultural, road construction, drilling, livestock, etc.). The Board will set the length of time associated with this classification. This classification will change to permanent service after requirements in Section E. 1, E. 2, E. 3, and E. 5 are met. Applicants must have paid an Indication of Interest Fee.

Approved \_\_\_\_\_

WSC

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**Texas Commission on Environmental Quality (TCEQ)** - State regulatory agency having jurisdiction of water and sewer utilities.

**Transferee** - An Applicant receiving a MWSC Membership by legal means from a person or entity desiring to forfeit and transfer current rights of Membership to another person or entity. (See Tariff Section E. 6 c., Miscellaneous Transaction Forms)

**Transferor** - A Member who transfers Membership by legal means to another person or entity desiring to qualify for service at a property for which the Membership is currently issued or to the Corporation. (Texas Water Code, Chapter 67.016)

Approved \_\_\_\_\_  
WSC

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**SECTION D**  
**GEOGRAPHIC AREA SERVED**

**It is the responsibility of the Corporation to properly file a map showing its service area with the TCEQ and to file for any changes in that service area. This copy of the Commission's official service map will serve as documentation in the event of future disputes over service areas.**

**CERTIFICATE OF CONVENIENCE AND NECESSITY**

To Provide Water Service Under V.T.C.A., Water Code  
and Texas Commission on Environmental Quality Substantive Rules

**Certificate No. 12368**

I. Certificate Holder:

Name: Medina Water Supply Corporation

Address: P.O. Box 1384  
Medina, Texas 78055

II. General Description and Location Service Area:

The area covered by this certificate is located approximately 13 miles northwest of Bandera, Texas on Texas Highway 16. The service area is generally bounded on the east by 2,000 feet of Caton Lane, on the south by the Medina River, on the west by 2,000 feet west of Orchard Park Boulevard and on the north by Medina Hills Subdivision.

III. Certificate Maps:

The certificate holder is authorized to provide water service in the area identified on the Commission's official service area map, WRS-255, maintained in the offices of the Texas Commission on Environmental Quality, 12015 Park 35 Circle, Austin, Texas with all attendant privileges and obligations.

This certificate is issued under Application No. 33571-C and subject to the rules and orders of the Commission, the laws of the State of Texas, conditions contained herein and may be revoked for violations thereof. The certificate is valid until amended or revoked by the Commission.

Issued Dated:

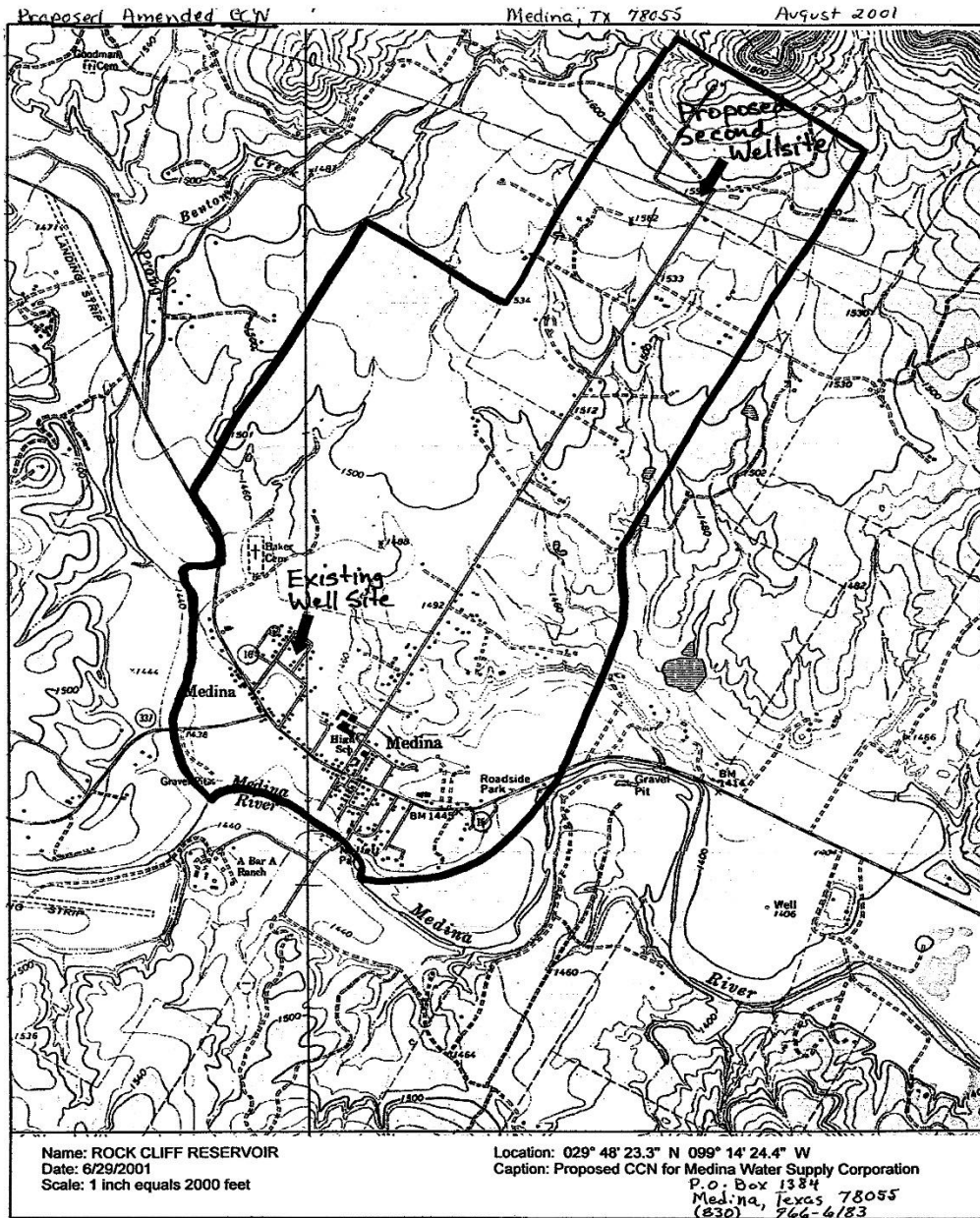
ATTEST: \_\_\_\_\_

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For the Commission

Approved \_\_\_\_\_  
WSC



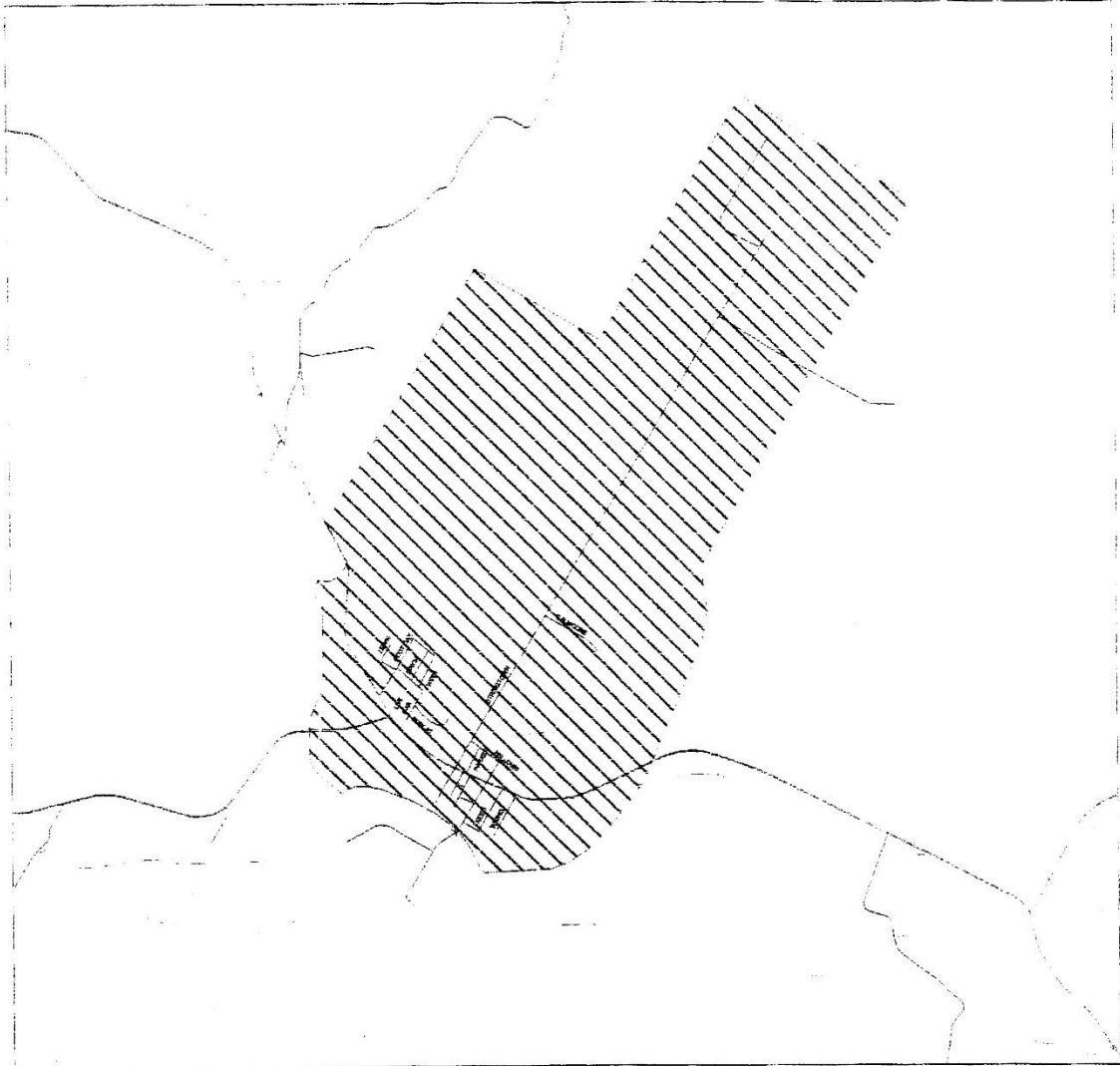
# MAP OF CCN AREA



CERTIFICATE OF CONVENIENCE AND NECESSITY Copyright (C) 1997, Maptech, Inc. 6-29-2001

Approved \_\_\_\_\_  
 WSC

Medina Water Supply Corporation  
Water Service Area - CCN No. 12368  
Application No. 33571-S  
Bandera County



Water CCNs  
MEDINA WSC, CCN No. 12368

2000 0 2000 Feet



Map created by S. Jester 2/28/2002  
Data path: s:\nrcc\ccn\_working\com.shp

Approved \_\_\_\_\_  
WSC

TEXAS NATURAL RESOURCE CONSERVATION COMMISSION



THE STATE OF TEXAS  
COUNTY OF TRAVIS  
I hereby certify that this is a true and correct copy of a Texas Natural Resource Conservation Commission document, which is filed in the permanent records of the Commission.  
Given under my hand and the seal of office on: MAR 23 2002

*Leonor Castañeda*

Leonor Castañeda, Chief Clerk,  
Texas Natural Resource  
Conservation Commission

APPLICATION NO. 33571-C

IN THE MATTER OF THE §  
APPLICATION OF MEDINA WATER §  
SUPPLY CORPORATION TO AMEND §  
CERTIFICATE OF CONVENIENCE §  
AND NECESSITY (CCN) NO.12368 IN §  
BANDERA COUNTY, TEXAS §

BEFORE THE  
TEXAS NATURAL RESOURCE  
CONSERVATION COMMISSION

On MAR 22 2002, the Executive Director of the Texas Natural Resource Conservation Commission pursuant to Chapters 5 and 13 of the Texas Water Code considered the application of Medina Water Supply Corporation to amend Certificate of Convenience and Necessity No. 12368 in Bandera County, Texas.

No person has requested a public hearing on the application;

Notice of the application was given to all affected and interested parties;

The criteria set forth in *Texas Water Code* Sections 13.246(c), 13.254, and 13.301 have been considered; and

The certificate amendment requested in this application is necessary for the service, accommodation, convenience, and safety of the public.

Now, therefore, be it ordered by the TEXAS NATURAL RESOURCE CONSERVATION COMMISSION that the application is granted and Certificate of Convenience and Necessity No.12368 be amended in accordance with the terms and conditions set forth herein and in the certificate.

IT IS FURTHER ORDERED that Medina Water Supply Corporation shall serve every customer and applicant for service within the area certified under Certificate of Convenience and Necessity No. 12368 and that such service shall be continuous and adequate.

TEXAS NATURAL RESOURCE  
CONSERVATION COMMISSION

*Jeffrey A. Suter*  
For the Commission

Issued date: MAR 22 2002

Approved \_\_\_\_\_  
WSC



## Texas Natural Resource Conservation Commission

By These Presents Be It Known To All That

### Medina Water Supply Corporation

having duly applied for certification to provide water utility service for the convenience and necessity of the public, and it having been determined by this commission that the public convenience and necessity would in fact be advanced by the provision of such service by this Applicant, is entitled to and is hereby granted this

### Certificate of Convenience and Necessity No. 12368

to provide continuous and adequate water utility service to that service area or those service areas in Bandera County as by final Order or Orders duly entered by this Commission, which Order or Orders resulting from Application No. 33571-C are on file at the Commission offices in Austin, Texas; and are matters of official record available for public inspection; and be it known further that these presents do evidence the authority and the duty of Medina Water Supply Corporation to provide such utility service in accordance with the laws of this State and Rules of this Commission, subject only to any power and responsibility of this Commission to revoke or amend this Certificate in whole or in part upon a subsequent showing that the public convenience and necessity would be better served thereby.

Issued at Austin, Texas, this MAR 22 2002

A handwritten signature in cursive script, reading "Jeffrey A. Sacks".

For the Commission

Approved \_\_\_\_\_  
WSC

**SECTION E**  
**SERVICE RULES AND REGULATIONS**

1. ***Service Entitlement***

An Applicant shall be considered qualified and entitled to water and/or sewer utility service when proper application has been made, terms and conditions of Service and Membership have been met and continue to be met, and all fees have been paid as prescribed. (30 TAC 291.85 (a))

2. ***Application Procedures and Requirements***

For the purposes of this Tariff, service requested by an Applicant shall be for real estate designated to receive the service provided by the Corporation and shall be divided into the following two (2) classes:

A. **Standard Service** is defined as service on 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.

**Non-Standard Service** is defined as any service request which requires a larger meter service, service to a Master Metered Account (see E. 2. C. (4) of this section), or an addition to the supply, storage and/or distribution/collection system. The service requirements as prescribed by Section F of this Tariff shall be required of the Non-Standard Service Applicant prior to providing service.

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

- 1) The Corporation's Service Application and Agreement Form shall be completed in full and signed by the Applicant. (See Sample Application RUS-TX Bulletin 1780-9 (Rev. 5/99))
- 2) A Right of Way Easement Form or other such easement form, required by the Corporation, must be completed by the Applicant for the purpose of allowing future facility additions TAC 290.47 Appendix C.) NOTE: This requirement may be delayed for Non-Standard Service requests.
- 3) The Applicant shall provide proof of ownership to property for which service has been requested in a manner acceptable to the Corporation. 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. (Texas Water Code 67.016 (e), and 13.002 (11).
- 4) On the request by the property owner or owner's authorized agent, the Corporation shall install individual meters owned by the Corporation in an apartment house, manufactured home rental community, multiple use facility, or condominium on which construction begins after January 1, 2003, unless the Corporation determines that installation of individual meters is not feasible. If the Corporation 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 sub meters or individual meters. The Corporation shall be entitled to the payment of costs, including the costs of individual meter installations, as provided in Section F.4. 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 F. It shall be the responsibility of the property owner to obtain the Memberships required for each individual meter, apartments, condos, trailer/RV parks, or business centers and other similar type enterprises at an Applicant's request provided the total number of units to be served are all:

- a) owned by the same person, partnerships, cooperative, corporation, agency, public or private organization of any type but not including a family unit,
- b) directly inaccessible to public right-of-way, and
- c) considered a commercial enterprise i.e. for business, rental, or lease purposes.

- 5) Notice of application approval and costs of service determined by the Corporation 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 for service. (30 TAC 291.81 (a) (1))
- 6) If the water main has been located in the public right-of-way and is adjacent to Applicant's property due to the current or previous landowner's refusal to grant easement to the Corporation for the purpose of installing the water main and appurtenances, and the Corporation has documentation of such refusal, the Applicant, prior to receiving the requested service, shall grant easement required under this Tariff 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 Corporation's system-wide service. (see Miscellaneous Transaction Forms)

3. ***Activation of Standard Service***

- A. **New Tap** - The Corporation shall charge a non-refundable service installation fee as required under Section G of this tariff. The service installation fee shall be quoted in writing to the Applicant. All fees shall be paid or a deferred payment contract signed in advance of installation. (30 TAC 291.86 (a)(1)(A))
- B. **Re-Service** - On property where service previously existed, the Corporation shall charge the Membership Fee, where the Membership Fee has been liquidated, and costs necessary to restore service. In addition, the Corporation shall charge accumulated reserved Service Fees that have been entered on the in-active account as monthly debits. This is allowing the Corporation to recover the costs of reserving capacity at the location for which re-service has been requested. If restoration of service is not requested, this fee will accumulate monthly until the total balance of Reserved Service Fees equals the amount of the Equity Buy-In Fee. After this time the service equipment may be removed by the Corporation and future request for service shall be treated as a new application. (see Miscellaneous Section)
- C. **Performance of Work** - After approval is granted by proper authorities, all tap and equipment installations specified by the Corporation shall be completed by the Corporation staff or designated representative. The tap shall be completed within five (5) working days

after approval and receipt of payment of quoted fees. This time may be extended for installation of equipment for Non-Standard Service Requests. (see Section F., 30 TAC 291.85)

- D. **Inspection of Customer Service Facilities** - The property of the Applicant/Member 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. (30 TAC 290.46 (j))

4. ***Activation of Non-Standard Service***

- A. **Activation of Non-Standard Service** shall be conducted as prescribed by terms of Section F of this Tariff.
- B. **Re-Service** - The same terms which apply under the Activation of Standard Service Subsection on Re-Servicing shall be applied to Non-Standard Re-Service requests. (Section E. 3. b)

5. ***Changes in Service Classification***

If at any time the Corporation determines that the customer service needs changed from those originally applied for to a different service classification and the Corporation determines that additional or different facilities are necessary to provide adequate service, the Corporation shall require the Applicant/Member to re-apply for service under the terms and conditions of this Tariff. Applicant/Members failing to comply with this provision shall be subject to the Disconnection with Notice Provisions of this Tariff, Sub-Section 15.a.

6. ***Membership***

- A. **Eligibility** - Eligibility for Membership shall not guarantee service to the Applicant or Transferee; however, qualification for service is a prerequisite to Membership eligibility for new Applicants or continued Membership for Transferees.
- B. **Membership** - Upon qualification for service, qualification for Membership, and payment of the required fees, the Corporation shall certify the Applicant as a Member. The Membership shall entitle the Member to one (1) connection to the Corporation's water/sewer utility service and one (1) share of Corporation Stock. The Membership entitles to one (1) vote in the election of Directors and in such other matters requiring the approval of the Corporation's Members at any Annual or Special Membership Meeting of the Corporation as prescribed by the Corporation Bylaws. Ownership of more than one (1) Membership shall not authorize the Member to cast more than one (1) vote at any annual or special meeting. Each Membership and Stock thereby represented may be assigned to the Specified parcel of land originally designated to receive service at the time of application. (Texas Water Code 67.016) NOTE (1): In the event that the Corporation is conducting a potential Members survey for indications of interest in future service for the purpose of determining the feasibility of an initial construction or expansion project, regular application procedures may be modified. An Indication of Interest Fee may be required prior to qualifications for receipt of service by the Applicant but shall only be used or applied as a Membership Fee for membership purposes (upon issuance of a Membership) if service is ultimately received or reserved by the Applicant as a result of

the planned project facilities. If service is not provided within the scope of the project, Indication of Interest Fees shall be refunded, less expenses. NOTE (2): In the event the applicant is in the process of construction the Membership will be considered TEMPORARY until such time as the final Customer Service Inspection is completed and the forms are returned as required. (See Section C., Section E. Subsection 1. Service Entitlement)

C. **Transfers of Membership.** (Texas Water Code 67.016)

- 1) A Member is entitled to transfer Membership in the Corporation only under the following circumstances:
  - a) The Membership is transferred by will to a person related to the Transferor within the second degree by consanguinity; or
  - b) The Membership is transferred without compensation to a person related to the Transferor within the second degree of consanguinity; or
  - c) The Membership is transferred without compensation or by the sale to the Corporation; or
  - d) The Membership is transferred as a part of the conveyance of real estate from which the Membership arose.
- 2) In the event that Membership is transferred pursuant to the provisions of Subsection 6.c. (1) such transfer shall not be completed or recorded on the books and records of the Corporation until such time as the transferor has provided satisfactory evidence to the Corporation of such transfer. A transfer of Membership shall not be binding on the Corporation until such transfer has been approved as provided by Sub-Section 6.c. (3).
- 3) Qualifications for service upon transfer of Membership set forth in Sub-Section 6.c.(1) and 6.c.(2) shall be subject to approval of the Corporation and shall be recorded on the books and records of the Corporation only upon the following terms and conditions:
  - a) A Transfer Authorization Form has been completed by the Transferor and Transferee;
  - b) The Transferee has completed the required Application Packet;
  - c) All indebtedness due the Corporation has been paid; and
  - d) The Transferee demonstrates satisfactory evidence of ownership of the property designated to receive service and from which the Membership originally arose.
- 4) If the application packet and other information is not completed on the day transfer of Membership is requested the Corporation will give the transferee written notice of ten (10) additional days to produce completed documentation to the Corporation office. Service will be disconnected on the day following the 10th day according to disconnect with notice requirements. Additional time may be allowed at the directions of the manager or board.

D. **Cancellation of Membership** - To keep a Membership in good standing, a Service Availability Charge or a Reserved Service Charge must be paid monthly to the Corporation, whether or not water is used. Failure to pay this monthly charge to the



Corporation shall jeopardize the Member's Membership standing and give rise to liquidation of the Membership Fee and forfeiture of the Membership. A Member may be relieved of this obligation to pay by surrendering the Membership, properly documented, to the Corporation. The Members shall also complete a Service Discontinuance Request Form prior to termination of service. However, a Member is not relieved of any obligations incurred prior to the date of surrender of a properly endorsed Membership prior to the termination of service. Rights to future service at this tap shall be extended on an as-available basis and subject to the terms of Activation of Service Sub-Section E.3.a. of this Tariff (Texas Water Code 67.016)

- E. **Liquidation Due to Delinquency** - When the amount of the delinquent charges owed by the Members equals the Membership Fee, the Membership Fee shall be liquidated and the Membership canceled and transferred back to the Corporation. In the event the Member leaves a balance due on an account guaranteed under the terms of a Service Application and Agreement, and the delinquent Member owns more than one Membership, the Corporation may liquidate as many of the Member Guarantor's Membership Fees as necessary to satisfy the balance due the Corporation, provided proper notice has been given. The Corporation shall collect any remaining account balances by initiation of legal action. Reinstatement of service shall be subject to the terms of the Activation of Service Subsection E. e. a. of this Tariff.
- F. **Cancellation Due to Policy Non-Compliance** - The Corporation may cancel a Membership anytime a Member fails to comply with policies of the Corporation, including but not limited to Member's failure to provide proof of ownership of the property from which Membership arose. (Texas Water Code 67.016)
- G. **Re-assignment of Canceled Membership** - The Corporation, upon cancellation of Membership under the provisions of this Tariff, may re-assign the Membership rights thereby granted to any person who satisfactorily demonstrates eligibility for Membership, including but not limited to proof of ownership of the property from which the Membership arose. (Texas Water Code 67.016)
- H. **Mortgaging of Memberships** - Nothing herein shall preclude a Member from mortgaging his/her Membership. However, notification to the holder of any security interest (mortgagee/lienholder) of account status of Member/mortgagor will be provided only upon satisfactory completion of requirements for such conditions under the Membership Mortgage Agreement. Prior to the cancellation of any Membership as provided under Subsection E. 6. d. (Cancellation of Membership), the Corporation will notify the holder of any security interest in the Membership. The holder of the security interest also must hold a security interest in the real property at which water service is provided under the Membership. The Corporation may transfer the Membership to the holder of such security interest in lieu of cancellation, provided the holder of the security interest pays in full all delinquent and unpaid obligations and provided further that the holder of the security interest has secured title to the real property from which the Membership arose. The Corporation may withhold cancellation of a Membership pending the resolution of any foreclosure proceedings or similar legal proceedings by the holder of the security interest.

I. **Cancellation and Re-Assignment of Membership as a Result of Bankruptcy Proceedings** - Upon notice of the filing of a petition in bankruptcy, the Corporation may require the posting of a deposit or other form of security, acceptable to the Corporation, as a condition for continuing utility service. Unless special circumstances require otherwise, the amount of security shall equal the amount of charges for the month of greatest use during the preceding twelve (12) months. The Corporation shall not require the payment of any security prior to the expiration of twenty (20) days following the date on which the petition is filed. Failure to provide this security by the date specified by the Corporation may result in termination of service according to the Disconnection with Notice Provisions of Section E (14) (a) of this Tariff, with a copy of the notice to the bankruptcy Trustee.

7. ***Owners and Renters***

Any Member, renting or leasing real estate property designated to receive service according to the terms of this Tariff to other parties, is responsible for all charges due the Corporation. The Corporation may bill the renter or lessee for utility service (at Member Request) as a third party, but the Member is fully responsible for any and all unpaid bills left by the renter/lessee. The owner shall be required to sign an Alternate Billing Agreement. The Member shall take responsibility for any necessary deposits from the renter/lessee to ensure payment of a past due bill. The Corporation may notify the Member of the renter's past due payment status subject to service charges.

8. ***Denial of Service*** – The Corporation may deny service for the following reasons:

- A. Failure of the Applicant or Transferee to complete all required easements, forms, and pay all required fees and charges;
- B. Failure of the Applicant or Transferee to comply with rules, regulation, policies, and bylaws of the Corporation;
- C. Existence of a hazardous condition at the Applicant's property which would jeopardize the welfare of the Members/Users of the Corporation upon connection;
- D. Failure of Applicant or Transferee to provide representatives or employees of the Corporation reasonable access to property, for which service has been requested;
- E. Failure of Applicant or Transferee to comply with all governmental rules and regulations of the Corporation's tariff on file with the state regulatory agency governing the service applied for by the Applicant;
- F. Failure of Applicant or Transferee to provide proof of ownership, to the satisfaction of the Corporation, of property for which the tap has been requested, and/or
- G. Applicant's service facilities are known to be inadequate or of such character that satisfactory service cannot be provided.

9. ***Applicant's or Transferee's Recourse***

In the event the Corporation refuses to serve an Applicant under the provisions of these rules, the Corporation must notify the Applicant, in writing, on the basis of its refusal. The Applicant may file an appeal, in writing, with the Board of Directors of the Corporation.

10. **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 underbilling due to misapplication of rates more than six (6) months prior to the date of application;
- C. Violation of the Corporation's rules pertaining to operation of non-standard equipment or unauthorized attachments which interferes 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 as guarantor thereof unless the guarantee was made in writing to the Corporation as a condition precedent to service;
- E. Failure to pay the 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;
- F. Failure to comply with regulations or rules for anything other than the type of utility service specifically requested including failure to comply with the septic tank regulations.

11. ***Deferred Payment Agreement***

The Corporation may offer a deferred payment plan to a Member who cannot pay an outstanding balance in full and is willing to pay the balance in reasonable installments as determined by the Corporation, including any Late Penalty Fees or interest on the monthly balance to be determined as per agreement.

12. ***Charge Distribution and Payment Application***

- A. **The Service Availability Charge or the Reserved Service Charge** is for the billing period from on or about the 20th day of the month to on or about the 19th day of the month. Charges shall be prorated for meter installations and service termination's falling during the billing period. Billings for this amount shall be mailed on or about the 30th of the month preceding the month for which this charge is due. All services shall be subject to this charge whether or not the service is in use by the Member.
- B. **Gallonge 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 Corporation's employees or designated representative.
- C. **Posting of Payments** - All payments shall be posted against previous balances prior to posting against current billings.

13. ***Due Dates, Delinquent Bills, and Service Disconnection Date***

The Corporation shall mail all bills on or about the 30th of the month. All bills shall be due and payable upon receipt and are past due beyond the date indicated on the bill. 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. A five (5) day grace period may then be allowed for delayed payments prior to the mailing of final notices. Final notices shall be mailed allowing five (5) additional days for payment prior to disconnection. The five (5) additional days shall begin on the

day 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 Corporation office is open for business after said weekend or holiday. For all disputed payments deadlines, the date postmarked on each bill will determine the beginning of each billing cycle or final notice mailings.

14. ***Rules for Disconnection of Service***

The following described the rules and conditions for disconnection of service. For the purposes of disconnecting sewer service under these policies, water service will be terminated in lieu of disconnecting sewer service. In instances of nonpayment of sewer service or other violations by a Member who is not a water customer, the Corporation has the option to disconnect the sewer tap or take other appropriate actions.

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 - The Corporation 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 in the Corporation office. Redemption of the returned instrument shall be made by cash, money order, or certified check. Failure to meet these terms shall initiate disconnection of service. Any such instruments returned as insufficient or non-negotiable for any reasons for any two (2) billing periods within a twelve (12) month period shall be considered evidence of bad credit risk by the Corporation. The Member/Customer in violation shall be placed on a “cash only” basis for a period of twelve (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 other security under Section E (6)(i), or failure to comply with the terms of a deferred payment agreement.
- 3) Violation of the Corporation’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 Member and the Member is provided with a reasonable opportunity to remedy the situation;
- 4) Failure of the Member to comply with the terms of the Corporation's Service Agreement, Tariff, Bylaws, or Special Contract provided that the Corporation has given notice of said failure to comply, and Member has failed to comply within a specified amount of time after notification.
- 5) Failure to provide access to the meter under the terms of this Tariff or to property at which water service is received when there is a 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 Corporation.
- 7) Failure of Member to re-apply for service upon notification by the Corporation that Member no longer meets the terms of the service classification originally applied for under the original service application.
- 8) Failure to pay a delinquent account billed by the Corporation for sewer utility

service provided by [Retail Public Utility] pursuant to the Corporation's Agreement with the [Retail Public Utility]. (See Miscellaneous Transaction Forms - Figure 1:30 TAC 291.85 (e)(2) Appendix A "SEWER BILLING SERVICES FOR A RETAIL PUBLIC UTILITY PROVIDED BY A NON-PROFIT WATER SUPPLY CORPORATION")

- 9) Cancellation of Membership by Member on an account that the Member holds for water/sewer service to the Member's renter/lessee, even if the renter/lessee has kept the account balance current under an Alternate Billing Agreement. (**NOTE:** The cancellation of Membership must be in writing and signed by the Member. CORPORATION ASSUMES NO LIABILITY TO RENTER/LESSEE; MEMBER IS SOLELY RESPONSIBLE FOR COMPLIANCE WITH, AND LIABILITY UNDER ANY FEDERAL, STATE, OR LOCAL LAW CREATING OR PROTECTING RIGHTS OF RENTERS/LESSEES.)

**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 but not limited to a violation of the Texas Sanitation and Health Protection Law 4477-1, or there is reason to believe a dangerous or hazardous condition exists and the Member refuses to allow access for the purpose of confirming the existence of such conditions and/or removing the dangerous or hazardous condition (Section E. 3. d., E. 24., 30 TAC 290.46 (j) );
- 2) Service is connected without authority by a person who has not made application for service or who has reconnected service without authority following termination of service for nonpayment; and,
- 3) In instances of tampering with the Corporation's meter or equipment, by-passing the meter or equipment, or other diversion of service.

**NOTE:** Where reasonable, given the nature of the reason for 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 as soon as possible after service has been disconnected.

**C. Disconnection Prohibited** - Utility service may not be disconnected for any of the following reasons:

- 1) Failure of the Member to pay for merchandise or charges for non-utility service provided by the Corporation, unless an agreement exists between the Applicant and the Corporation whereby the Member guarantees payment of non-utility service as a condition of service;
- 2) Failure of the Member to pay for a different type or class utility service unless a fee for such service is included in the same bill;
- 3) Failure of the Member to pay charges arising from an underbilling occurring due to any misapplication of rates more than six (6) months prior to the current billing;
- 4) Failure of the Member to pay the account of another Member as guarantor thereof, unless the Corporation has in writing the guarantee as a condition precedent to service;

- 5) Failure of the Member to pay charges arising from an underbilling due to any faulty metering, unless the meter has been tampered with or unless such underbilling charges are due under the Inoperative Meters subsection E. 19. of this Tariff.
- 6) Failure of the Member to pay estimated bill other than a bill rendered pursuant to an approved meter reading plan, unless the Corporation is unable to read the meter due to circumstances beyond its control:
- 7) In response to a request for disconnection by an Owner/Member of rental property where the renter is billed directly by the Corporation as authorized by the owner, and the renter's account is not scheduled for disconnection under the Rules for Disconnection of Service in this Tariff.

D. **Disconnection on Holidays and Weekends** - Unless a dangerous condition exists or the Member requests disconnection, service shall not be disconnected on a day, or on a day preceding a day, when personnel of the Corporation are not available to the public for the purpose of making collections and reconnecting service.

E. **Disconnection Due to Utility Abandonment** - The Corporation may not abandon a Member or a Certificated Service Area without written notice to its Members and all similar neighboring utilities and approval from the Texas Commission on Environmental Quality.

F. **Disconnection for Ill and Disabled** - The Corporation may not discontinue service to a delinquent residential Member permanently residing in an individually metered dwelling unit when that Member establishes that discontinuance of service will result in some person at that resident becoming seriously ill or more seriously ill if service is discontinued. Each time a Member seeks to avoid termination of service under this Subsection, the Member must have the attending physician call or contact the Corporation within sixteen (16) days of issuance of the bill. A written statement must be received by the Corporation from the physician within twenty-six (26) days of the issuance of the utility bill. The prohibition against service termination shall last sixty-three (63) days from the issuance of the utility bill or such lesser period as may be agreed upon by the Corporation and Member's physician. The Member shall enter into a Deferred Payment Agreement.

G. **Disconnection of Master-Metered Accounts and Non-Standard Sewer Services** - When a bill for water utility services is delinquent for a master-metered service complex (defined as a complex in which a single meter services two (2) or more residential dwelling units), the following shall apply: (30 TAC SUBCHAPTER H. 291.126)

- 1) The Corporation shall send a notice to the Member as required. This notice shall also inform the Member that notice of possible disconnection will be provided to the tenants of the service complex in five (5) days if payment is not rendered before that time.
- 2) At least five (5) days after providing notice to the Member and at least five (5)

days prior to disconnection, the Corporation shall post notices, stating “Termination Notice” in public areas of the service complex notifying the residents of the scheduled date for disconnection of service.

- 3) The tenants may pay the Corporation for any delinquent bill on behalf of the owner to avert disconnection or to reconnect service to the complex.

H. **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 Tariff service may be terminated with notice.

15. ***Billing Cycle Changes***

The Corporation 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 Corporation.

16. ***Back-billing***

The Corporation may back-bill a Member for up to four (4) years (48 months) for meter error, misapplied meter multiplier, incorrect meter readings, or error in computing a Member’s bill. Failure to pay the most recent six (6) months billing will result in disconnection of service. Back-billing shall not extend beyond current Membership except in cases involving the transfer of a Membership conditioned upon payment of delinquent obligations by the Transferee, as provided in Section E. Sub-section 6.h.

17. ***Disputed Bills***

In the event of a dispute between the Member and the Corporation regarding any bill, the Corporation shall forthwith make and conduct an investigation as shall be required by the particular case, and report the results in writing thereof to the Member. All disputes under this Subsection must be submitted to the Corporation, in writing, prior to the due date posted on said bill except in cases involving the transfer of a Membership conditioned on payment of delinquent obligations by the Transferee, as provided under Sub-Section 6.h.

18. ***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 Corporation shall make a 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.

19. ***Bill Adjustment Due to Meter Error***

The Corporation shall test any Member’s meter upon written request of the Member. 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 Tariff 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 calibrate or replaced, and a billing adjustment may be made as far back as six (60 months for not extending beyond current Membership except in cases involving the transfer of a Membership conditioned on

payment of delinquent obligations by the Transferr, as provided under Sub-Section 6.h. The billing adjustment shall be made to the degree of the meter's inaccuracy as determined by the test. The Member shall complete a meter Test Request Form prior to the test.

20. ***Meter Tampering and Diversion***

For purposes of these Sections, meter-tampering, by-passing, or diversion shall all be defined as tampering with the Corporation's service equipment, by-passing the same, or other instances of diversion, such as:

- A. Removing a locking or shut-off device used by the Corporation to discontinue service,
- B. physically disorienting the meter,
- C. attaching objects to the meter to divert service or to by-pass,
- D. inserting objects into the meter, and
- E. other electrical and mechanical means of tampering with, by-passing, or diverting service.

The burden of proof of meter-tampering, by-passing, or diversion is on the Corporation.

Photographic evidence or any other reliable and credible evidence may be used; however, any evidence shall be accompanied by a sworn affidavit by the Corporation's staff when any action regarding meter-tampering as provided for in these Sections is initiated. A court finding of meter tampering may be used instead of photographic or other evidence, if applicable. Unauthorized users of services of the Corporation shall be prosecuted to the extent allowed by law under the Texas Penal Code 28.03

21. ***Meter Relocation***

Relocation of services shall be allowed by the Corporation provided that:

- A. No transfer of Membership is involved;
- B. An easement for the proposed location has been granted to the Corporation;
- C. The Member pays the actual cost of relocation plus administrative fees, and
- D. Service capacity is available at the proposed location.

22. ***Prohibition of Multiple Connections To a Single Tap***

No more than one (1) residential, commercial, or industrial service connection is allowed per meter. The Corporation 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.2.c.(4)). Any unauthorized submetering or diversion of service shall be considered a Multiple Connection and subject to disconnection of service. If the Corporation has sufficient reason to believe a Multiple Connection exists, the Corporation shall discontinue service under the Disconnection with Notice provisions of this Tariff.

23. ***Member's Responsibility***

- A. The Member 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 Member 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 Member, then service shall be discontinued and the meter removed with no further notice. (Section E. 3. d.)

- B. The Member shall be responsible for compliance with all utility, local, and state codes, requirements, and regulations concerning on-site service and plumbing facilities.
  - 1) All connections shall be designed to ensure against back-flow or siphonage into the Corporation'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 fittings that contain more than 8.0% lead or solder and flux that contains 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 Corporation's facilities. Customer service pipelines shall be installed by the applicant. (30 TAC 290.46)
- C. A Member owning more than one (1) Membership shall keep all payments current on all accounts. Failure to maintain current status on all accounts shall be enforceable as per Service Application and Agreement executed by the Member.
- D. The Corporation's ownership and maintenance responsibility of water supply 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 Corporation shall be subject to charges as determined by the Corporation's Tariff as amended from time to time by the Board of Directors.
- E. The Corporation shall require each Member to have a cut-off valve on the Member's side of the meter for purposes of isolating the Member's service pipeline and plumbing facilities from the Corporation's water pressure. The valve shall meet AWWA standards (a ball valve is preferred). The Member's use of the Corporation's curb stop or other similar valve for such purposes is prohibited. Any damage to the Corporation's equipment shall be subject to service charges. (This cut-off valve may be installed as a part of the original meter installation by the Corporation.)

**SECTION F**  
**DEVELOPER, SUBDIVISION AND NON-STANDARD SERVICE REQUIREMENTS**

1. ***Corporation's Limitations***

All Applicants shall recognize that the Corporation must comply with local, state, and federal rules and regulations as promulgated from time to time, and with covenants of current indebtedness. The Corporation is not required to extend retail utility service to an Applicant in a subdivision where the responsible party (Applicant/Developer) of the applicable property (subdivision) has failed to comply with the terms of this policy. Section 13.2502 of the Texas Water Code requires that notice be given herein or by publication (see Miscellaneous Transaction Forms) or by alternative means to the Developers/Applicants. (Also see Section F. 11.)

2. ***Purpose***

It is the purpose of this Section to define the process by which the specific terms and conditions for service to subdivisions and other kinds of Non-Standard Service are determined, including the Non-Standard Service Applicant's and the Corporation's respective costs.

For purposes of the Section, the term "Applicant" shall refer to the individual or entity that desires to secure Non-Standard Service from the Corporation. The Applicant must be the same person or entity that is authorized to enter into a contract with the Corporation setting for the terms and conditions pursuant to which Non-Standard Service will be furnished to the property. In most cases, the Applicant shall be the owner of real property for which Non-Standard Service is sought. In the event that the Applicant is other than the owner of real property, the Applicant must furnish evidence to the Corporation that it is authorized to request Non-Standard Service on behalf of such owner, or that it otherwise has authority to request Non-Standard Service for the real property.

3. ***Application of Rules***

This Section is applicable to subdivisions, additions to subdivisions, developments, or whenever additional service facilities are required for a single tract of property. Examples of Non-Standard Services for a single tract of land can include, but are not limited to, road bores, extensions to the distribution system, service lines exceeding one inch (1") diameter and service lines exceeding twenty (20) feet. Non-residential service applications typically will be considered Non-Standard. For the purposes of this Tariff, Applications subject to this Section shall be defined as Non-Standard. This Section may be altered or suspended for planned facility expansions when the Corporation extends its indebtedness. The Board of Directors of the Corporation shall interpret on an individual basis whether or not the Applicant's service request shall be subject to all or part of the conditions of this Section.

This Section sets forth the general terms and conditions pursuant to which the Corporation will process Non-Standard Service Requests. The specific terms and conditions pursuant to which the Corporation will provide Non-Standard Service in response to any request will depend upon the nature of such request and may be set forth in a legally enforceable, contractual agreement to be

entered into by the Corporation and the service Applicant. The agreement may not contain any terms or conditions that conflict with this Section.

4. ***Non-Standard Service Application***

The Applicant shall meet the following requirements prior to the initiation of a Non-Standard Service Contract by the Corporation.

- A. The Applicant shall provide the Corporation a completed Service Application and Agreement giving special attention to the item(s) on SPECIAL SERVICE NEEDS OF THE APPLICANT.
- B. A final plat approved by the Corporation must accompany the Application showing the Applicant's requested service area. The plat must be approved by all governmental authorities exercising jurisdiction over lot sizes, sewage control, drainage, right-of-way, and other service facilities. Plans, specifications, and special requirements of such governmental authorities shall be submitted with the plat. Applicants for single taps involving extension or upsizing of facilities shall be required to submit maps or plans detailing the location of the requested extension and details of demand requirements.
- C. A Non-Standard Service Investigation Fee shall be paid to the Corporation in accordance with the requirements of Section G for purposes of paying initial administrative, legal, and engineering fees. The Corporation shall refund any balance that remains after it has completed its service investigation, and has completed all legal and engineering services associated with processing a request. In the event such a fee is not sufficient to pay all expenses incurred by the Corporation, the Applicant shall pay to the Corporation all remaining expenses that have been, or will be incurred by the Corporation and Corporation shall have no obligation to complete processing of the request until all remaining expenses have been paid.
- D. If after the service investigation has been completed, the Corporation determines that the Applicant's service request is for property located, in whole or in part, outside the area described in the Corporation's Certificate of Convenience and Necessity, service may be extended provided that:
  - 1) The service location is not in an area receiving similar service from another retail utility;
  - 2) The service location is not within another retail utility's Certificate of Convenience and Necessity, and
  - 3) The Corporation's Certificate of Convenience and Necessity shall be amended to include the entirety of Applicant's property for which service is requested. Applicant shall pay all costs incurred by Corporation in amending its CCN, including but not limited to engineering and professional fees. If the service location is contiguous to or within one-fourth (1/4) mile of Corporation's Certificate of Convenience and Necessity, Corporation may extend service prior to the completing the amendment to its CCN, but will do so only upon Applicant's legally enforceable agreement to fully support such amendment (including but not limited to payment of all professional fees, including legal, surveying and engineering fees incurred by Corporation in securing the amendment).

5. **Design**

The Corporation shall study the design requirements of the Applicant's required facilities prior to the initiation of a Non-Standard Service Contract by adopting the following schedule:

- A. The Corporation's Consulting Engineer shall design, or review and approve plans for, all on-site and off-site service facilities for the Applicant's requested service within the Corporation's specifications, incorporating any applicable municipal or other governmental codes and specifications.
- B. The Consulting Engineer's fees shall be paid out of the Non-Standard Service Investigation Fee under Section 4.
- C. The Consulting Engineer shall submit to the Corporation a set of detailed plans, specifications, and cost estimates for the project.
- D. The Corporation's Engineer shall ensure all facilities for any Applicant meet the demand for service as platted and/or requested in plans or plat submitted in application for service. The Corporation reserves the right to upgrade the design of service facilities to meet future demands provided, however, that the Corporation shall pay the expense of such upgrading in excess of the Applicant's facility requirements.

6. **Non-Standard Service Contract**

Applicants requesting or requiring Non-Standard Service may be required to execute a written contract, drawn up by the Corporation's Attorney, in addition to submitting the Corporation's Service Application and Agreement. Said contract shall define the terms of service prior to construction of required service facilities. The service contract may include, but is not limited to:

- A. All costs associated with required administration, design, construction, and inspection of facilities for water/sewer service to the Applicant's service area and terms by which these costs are to be paid.
- B. Procedures by which the Applicant shall accept or deny a contractor's bid, thereby committing to continue or discontinue the project.
- C. Equity Buy-in Fee – This fee will be required by the Corporation in addition to the other costs required under this Section. The equity buy-in fee will be required for any new tap that is added to the system. **The current equity buy-in fee as of 07/10/2024 is \$604.** This fee is based on a single connection tap with a standard 5/8"x 3/4" meter. Any larger meters will require additional equity buy-in monies as determined by the size of the meter in reference to the AWWA meter equivalents chart. Please refer to chart below to determine equity buy-in fee for larger meter installations:

Meter Size	5/8x3/4 Meter Equivalents	Equity Buy-in Fee
3/4"	1.5	\$906
1"	2.5	\$1,510
1.5"	5	\$3,020
2"	8	\$4,832

- D. Monthly Reserved Service Charges as applicable to the service request.
- E. Terms by which service capacity shall be reserved for Applicant and duration of reserved

service with respect to the impact the Applicant's service demand will have upon the Corporation's system capability to meet other service requests.

- F. Terms by which the Applicant shall be reimbursed or compensate for fees duplicated in assessments for monthly rates and Equity Buy-In Fees.
- G. Terms by which the Corporation shall administer the Applicant's project with respect to:
  - 1) Design of the Applicant's service facilities;
  - 2) Securing and qualifying bids;
  - 3) Execution of the Service Agreement;
  - 4) Selection of a qualified bidder for construction;
  - 5) Dispensing advanced funds for construction of facilities required for the Applicant's service;
  - 6) Inspecting construction of facilities; and
  - 7) Testing facilities and closing the project.
- H. Terms by which the Applicant shall indemnify the Corporation from all third-party claims or lawsuits in connection with the project.
- I. Terms by which the Applicant shall deed all constructed facilities to the Corporation and by which the Corporation shall assume operation and maintenance responsibility, including any enforcement of warranties in connection with construction of the Applicant's project.
- J. Terms by which the Applicant shall grant title or easement for right-of-ways, constructed facilities, and facility sites and/or terms by which the Applicant shall provide for the securing of required right-of-ways and sites.
- K. Terms by which the Board of Directors shall review and approve the Service Contract pursuant to current rules, regulations, and bylaws.

The Corporation and the Applicant must execute a Non-Standard Service Contract prior to the initiation of construction of facilities by the Applicant. In the event that the Applicant commences construction of any such facilities prior to the execution of a Contract with the Corporation then the Corporation may refuse to provide service to the Applicant (or require full costs of replacing/repairing any facilities constructed without prior execution of a contract from any person buying a lot or home from Applicant), require that all facilities be uncovered by the Applicant for inspection by the corporation, require that any facilities not approved by the Corporation be replaced, or take any other lawful action determined appropriate by the Board of Directors of the Corporation.

7. ***Property and Right-of-Way Acquisition***

With regard to construction of facilities, the Corporation shall require private right-of-way easements or private property as per the following conditions:

- A. If the Corporation determines that right-of-way easements or facility sites outside the Applicant's property are required, the Applicant shall secure easements or title to facility sites on behalf of the Corporation. All right-of-way easements and property titles shall be researched, validated, and filed by the Corporation at the expense of the Applicant. (See Sample Application PACKET RUS Form 442-8 or 442-9.)
- B. All costs associated with facilities that must be installed in public right-of-ways on behalf

of the Applicant, due to the inability of the Applicant to secure private right-of-way easements, shall be paid by the Applicant. Alternatively, Applicant shall pay all costs, including legal and other professional fees, and the condemnation award in the event Corporation secures such private easement or facility sites through eminent domain proceedings.

- C. The Corporation shall require an exclusive dedicated right-of-way on the Applicant's property (as required by the size of the planned facilities and as determined by the Corporation) and title to property required for other on-site facilities.
- D. Easements and facility sites shall be prepared for the construction of the Corporation's pipeline and facility installations in accordance with the Corporation's requirements and at the expense of the Applicant.

8. ***Bids for Construction***

The Corporation's Consulting Engineer shall advertise for bids for the construction of the Applicant's proposed facilities in accordance with generally accepted practices. Plans and specifications shall be made available, with or without charge, to prospective bidders. Although the Corporation reserves the right to reject any bid or contractor, the Corporation shall generally award the contact to the lowest and best bidder in accordance with the following criteria;

- A. the Applicant shall sign the Service Contract noting willingness to proceed with the project and shall pay all costs in advance of construction associated with the project;
- B. the Contractor shall provide an adequate bid bond under terms acceptable to the Corporation;
- C. the Contractor shall secure adequate performance and payment bonding for the project under terms acceptable to the Corporation;
- D. the Contractor shall supply favorable references acceptable to the Corporation;
- E. the Contractor shall qualify with the Corporation as competent to complete the work; and
- F. the Contractor shall provide adequate certificates of insurance as required by the Corporation.

9. ***Pre-Payment for Construction and Service***

After the Applicant has executed the Service Agreement, the Applicant shall pay to the Corporation all costs necessary for completion of the project prior to the construction and in accordance with the terms of the Non-Standard Service Contract.

10. ***Construction***

- A. All road work pursuant to state, county, and/or municipal standards (as applicable) shall be completed prior to facility construction to avoid future problems resulting from road right-of-way completing and excavation. Subject to approval of the requisite authority, road sleeves may be installed prior to road construction to avoid road damage during construction of Applicant's facilities.
- B. The Corporation shall, at the expense of the Applicant, inspect the facilities to ensure compliance with Corporate standards.
- C. Construction plans and specifications shall be strictly adhered to, but the Corporation

reserves the right to change-order any specifications, due to unforeseen circumstances during the design phase, to better facilitate construction or operation of the Applicant's facility. All change-order amounts shall be charged to the Applicant.

11. ***Service within Subdivisions***

The Corporation's objective to provide service to any customer located within a subdivision governed by this section is strictly limited to the Non-Standard Service specified by the Applicant. The Applicant is responsible for paying all cost necessary for Non-Standard Service to a subdivision as determined by the Corporation under the provisions of this Section; if the Applicant fails to pay these costs, the Corporation has the right to require payment of these costs by any one or more of the persons purchasing lots within such subdivision before the Corporation is obligated to provide water/sewer service. In addition, the Corporation may elect to pursue any remedies provided by the Non-Standard Service Contract. Applicant is advised that purchasers of lots also may have legal recourse to the Applicant under Texas law.

**SECTION G**  
**RATES AND SERVICE FEES**

Unless specifically defined in this Tariff, all fees, rates, and charges as stated shall be non-refundable.

1. ***Service Investigation Fee***

The Corporation shall conduct a service investigation for each service application submitted at the Corporation office. An initial determination shall be made by the Corporation, 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 associated with investigation of the Corporation's ability to deliver service to the Applicant to;
  - 1) provide cost estimates of the project,
  - 2) to present detailed plans and specifications as per final plat,
  - 3) to advertise and accept bids for the project,
  - 4) to present a Non-Standard Service Contract to the Applicant, and
  - 5) to provide other services as required by the Corporation for such investigation. A Non-Standard Service Contract shall be presented to the Applicant within a suitable amount of time as determined by the complexity of the project. (See Section F.)

2. ***Membership Fee***

At the time the application for service is approved, a refundable Membership Fee must be paid for each service requested before service shall be provided or reserved for the Applicant by the Corporation. **The Membership Fee for water service is \$125.00 for each service unit.** The Membership Fee will be refundable to the Member upon account closure, minus any monies owed to the Corporation in order to finalize the account.

3. ***Easement Fee***

When the Corporation determines that private right-of-way easements and/or facilities sites are necessary to provide service to the Application, the Applicant shall be required to make good faith efforts to secure easements in behalf of the Corporation and/or pay all costs incurred by the Corporation invalidating, clearing, and retaining such right-of-way in addition to tap fees otherwise required pursuant to the provisions of this Tariff. The costs may include all legal fees and expenses necessary to attempt to secure such right -of-way and/or facilities sites on behalf of the Applicant. (See Section E.2.c. (2), Section F.7.a.)



4. **Installation Fee**

The Corporation shall charge an installation fee for service as follows:

- A. **Standard Service** shall include all current labor, materials, engineering, legal, customer service inspection, and administration costs necessary to provide individual metered water or wastewater service and shall be charged on a per tap basis as computed immediately prior to such time as metered service is requested and installed.
- B. **Non-Standard Service** shall include any and all construction labor and materials, inspection, administration, legal, and engineering fees, as determined by the Corporation under the rules of Section F of this Tariff.
- C. **Standard and Non-Standard Service** installations shall include all costs of any pipeline relocations as per Section E.2. (d)(6) of this Tariff or other system improvements.

5. **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” meter equivalents (as per American Water Works Association maximum continuous flow specifications) (see Miscellaneous) to the size indicated and is used as a base multiplier for the Service Availability Charge and allowable gallonage. Rates and equivalents are as follows:

<u>Meter Size</u>	<u>Meter Equivalents</u>	<u>Monthly Rate</u>
5/8” x 3/4”	1.0	\$ 45.00 includes first 2,000 gallons usage
3/4”	1.5	\$ 45.00 includes first 2,000 gallons usage
1”	2.5	\$ 45.00 includes first 2,000 gallons usage
1.5”	5.0	\$ 45.00 includes first 2,000 gallons usage
2”	8.0	\$ 45.00 includes first 2,000 gallons usage

B. **Reserved Service Charges** – The monthly charge for each active account at a specific location for which a meter has not been installed but for which the Corporation and the Applicant have entered into agreement and/or contract for reserved service. This monthly charge shall be based on the Corporation’s fixed costs to service the Applicant’s dedicated facilities on a per Service Unit basis. This charge reserves service to the Applicant’s property designated to receive service. This fee is determined on a case-by-case basis but shall never exceed the Service Availability Charge for Metered Service on a per Service Unit basis.

- C. **Gallonage Charge** – In addition to the Service Availability Charge, a gallonage charge shall be added to the following rates for usage during any one (1) billing period.
  - 1) Water - \$10.00 per 1,000 gallons (billed as \$1.00 per 100 gallons or part of 100 gallons) for any usage over 2,000 gallons.
  - 2) The Corporation shall, as required by Section 5.235, Water Code of the State of Texas, collect from each of its retail customers a regulatory assessment equal to one-half of one percent 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.5. Monthly Charges of this Tariff.  
(30 TAC 291.76 d.(3)(i))

D. Customer Notice Provisions - The Corporation shall post notice of monthly rate changes to the Corporation's website (www.MedinaWaterSupply.com) at least 30 days prior to the effective date of the new rate. The notice shall contain the old rates, new rates, effective date of the new rates, date of Board authorization and the name and phone number of the Corporation's contact person designated to address inquiries about the rate changes.

6. ***Assessments***

If at the end of the fiscal year, or in the event of emergency repairs, the Board of Directors determines the total amount derived from the collection of water or wastewater charges to be insufficient for the payment of all costs incident to the operation of the Corporation's system during the year in which such charges are collected, the Board shall make and levy an assessment against each member of the Corporation as the Board may determine so that the sum of such assessments and the amount collected from water and other charges is sufficient to fully pay all costs of the operation, maintenance, replacement and repayment on indebtedness for the year's operations. (Article XVIII of Bylaws, Section 1)

7. ***Owner Notification Fee***

The Corporation may, at the expense of the Member, notify said Member of a renter/lessee delinquent account status prior to disconnection of service. The Owner Notification Fee shall be \$5.00 per notification.

8. ***Returned Check Fee***

In the event a check, draft, or any other similar instrument is given by a person, firm, corporation, or partnership to the Corporation for payment of services provided for in this Tariff, and the instrument is returned by the bank or other similar institution as insufficient or non-negotiable for any reason, the account for which the instrument was issued shall be assessed a return check charge of \$25.00. The account will also be charged for any additional fees assessed by the bank for the returned items.

9. ***Reconnect Fee***

The Corporation shall charge a fee of \$30.00 for reconnecting service after the Corporation has previously disconnected the service for any reason provided for in this Tariff except for activation of service under Section E.3.b. Re-Service.

10. ***Equipment Damage Fee***

If the Corporation'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, replacement, and other Corporation's actions. This fee shall be charged and paid before service is re-established. If the Corporation's equipment has not been damaged, a fee equal to the actual costs for all labor, material, equipment, and other actions necessary to correct service diversions, unauthorized taps, or reconnection of service without authority shall be charged. All components of this fee will be itemized, and a statement shall be provided to the Member. If the

Corporation's facilities or equipment have been damaged due to negligence or unauthorized use of the Corporation's equipment, right-of-way, or meter shut-off valve, or due to other acts for which the Corporation incurs losses or damages, the Member shall be liable for all labor and material charges incurred as a result of said acts or negligence.

11. ***Customer History Report Fee***

A fee of \$5.00 shall be charged to provide a copy of the Members record of past water purchases in response to a Member's request for such a record.

12. ***Transfer Fee***

An Applicant for service who is a Transferee shall complete all required application forms, etc., and pay a Transfer Fee of \$5.00.

13. ***Non-Disclosure Fee***

A fee of \$5.00 shall be assessed on any customer requesting writing that personal information under the terms of this tariff not be disclosed to the public.

14. ***Information Disclosure Fee***

All public information except that which has been individually requested as confidence shall be available to the public for a fee to be determined by the Corporation 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.

15. ***Regulatory Assessment***

A fee of 0.5% of the amount billed for water/sewer service will be assessed for each customer, this assessment is required under Texas law and TCEQ regulations.

16. ***Additional Assessments***

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

17. ***Other Fees***

All services outside the normal scope of utility operations that the Corporation may be compelled to provide at the request of a customer or Member shall be charged to the recipient based on the cost of providing such service.