Fort Griffin Special Utility District

1180 C.R. 109

Albany, TX 76430

**OPERATING PROCEDURES**

AMENDED – November 1, 2019

(In accordance with TRWA guidelines)

All Fort Griffin Special Utility District installations and operations are in accordance with American Water Works Association (AWWA) specifications and in compliance with the Texas Commission on Environmental Quality (TCEQ) and the Texas Rural Water Association (TRWA).

1. **Only one dwelling unit may be connected to a single water meter.** This does not preclude watering livestock and other normal household and farm use. It does exclude mobile homes or RV/travel trailers parked adjacent to the metered dwelling unit. It also excludes providing water to other individuals, families, or groups.
2. **Law prohibits any customer of this District reselling water**. This includes selling to drilling organizations, other dwellings, trailer/RV/travel trailer occupants, or any other person or business. Any individual that is found selling water, or who is providing water for another household, will have their service terminated and no longer receive water from this District.
3. **The District will sell water for a drilling operation** for a minimum of $1,000 per well, plus the cost of connection in addition to $0.50 per permit foot. This will cover up to 100,000 gallons of water. Water usage over the 100,000 provision will cost the normal water rate in effect at the time of usage. Initial payment will be made prior to start of drilling.
4. **Mobile home parks** are required to have a meter for each permanently installed mobile home.
5. **RV/travel trailer parks** are required to pay one Capital Contribution Fee ($900) and one deposit ($100) for every three (3) parking places, though the park may have only one *physical* meter. RV/travel trailer parking is temporary lodging by definition. While an RV/travel trailer may be parked in a specific park year round, it must not be lived in year round or it will be classified as a mobile home and subject to those requirements.
6. **Apartment complexes and hotels/motels** may have one *physical* meter; however, the District requires payment of one Capital Contribution Fee ($900) and one deposit ($100) for every two apartments. The District requires the hotel/motel to pay one Capital Contribution Fee ($900) and one deposit ($100) for every three rooms.
7. **Requests for new service** require the completion of a Water Service Application package with a $1,000 fee - $100 for refundable deposit and a non-refundable $900 Capital Contribution Fee. Meter will be set in order of completed and paid application packages received, based upon approval by the engineering firm. Depending upon the engineering feasibility study results, installation may be immediately – within approximately two – four weeks, or the applicant may be placed on a waiting list. Applicants are required to pay all costs of the installation as well as all system costs to provide adequate water quantity and pressure for the new installation.

**Forms required for new service:**

1. Water Service Application
2. Water Service Agreement
3. Right-of-Way Easement
4. Signed copy of FGSUD Operating Procedures
5. The District will furnish the applicant with a letter acknowledging receipt of payment and explaining the remainder of the process.
6. The engineer will assess the location of proposed service and determine the impact to the immediate area and overall water system.
7. If approved for installation, the District will provide the applicant with a written estimate of the cost of installation. Upon receipt of the estimate, the applicant will notify the District whether to proceed with installation, place him/her on the waiting list, or cancel the application and return the $100 deposit fee. The $900 Capital Contribution Fee is non-refundable.
8. Upon notification to proceed, the District will install the meter/service, generally within two weeks.
9. **Cross connections** constitute a significant health threat to the overall water system and are prohibited by the TCEQ. An air gap, equal to two times the diameter of the pipe used, is required between the District’s water system and any other water source. This prevents having a backflow into the treated water system and eliminates the potential health hazard produced from back flows. The District is required by the TCEQ to inspect for cross connections on a regular basis. The customer will be notified in writing (and verbally when possible) when a cross connection is found and will have ten days from the date of the letter to correct the problem. If the cross connection is not repaired at that time, the District is then required to disconnect water service until the repair is made.
10. **Requests for transfer of service** require the completion of a Water Service Transfer form and Water Service Application, along with a deposit fee of $100 for the new customer. All bills/fees/monies owed to FGSUD by the transferring customer must be paid in full prior to any transfer. Once the Transfer and Application packets are completed as required, the transferring customer will be refunded his/her original $100 deposit fee.

**Forms required for transfer of service:**

1. Water Service Transfer Authorization (to be completed by transferring customer)
2. Water Service Application (to be completed by new customer)
3. Water Service Agreement (to be completed by new customer)
4. Signed copy of FGSUD Operating Procedures (to be completed by new customer)
5. **Water Rates**: The current basic monthly minimum charge is $49.85.

 1 – 2,000 gal. @ 6.45 / 1,000 gallons

 2,001 – 10,000 @ 9.50 / 1,000 gallons

10,001 – 50,000 @ 10.50 / 1,000 gallons

50,001 + @ 13.60 / 1,000 gallons

1. **Debt Service Fee**: A Debt Service Fee in the amount of $23.25 is included on each customer’s water bill. This fee is to assist in the repayment of loans, funded by the USDA Rural Development, for expansion and upgrades to the system, additional pump stations and appurtenances, as well as 35% of the construction cost of the new water treatment plant in the City of Albany (the District’s water source).
2. **Meter Reading and Billing Cycle**: Meters will be read between the 16th and 20th of the month by FGSUD personnel, and bills will be mailed by the 26th day. All accounts are due by the 10th of the following month.

 If payment is not received by 4:00 p.m. on the due date, a late notice will be sent to the customer stating that full payment, including the past due amount plus the $5 late fee, must be paid within ten (10) days or the meter will be locked. If the meter is locked a Water Service Termination letter will be mailed to the customer. The termination letter will state that full payment of the account plus a $40 reconnect fee (if during regular business hours) or $80 reconnect fee (if after regular business hours) must be paid within 10 days or the meter will be removed and service will be terminated. To restore service, the customer must re-apply for new service and pay the necessary fee(s) according to the District Service Policy.

 Bills paid by bank draft will be processed on or about the 3rd business day of the month.

1. **Returned Check**: When payment is made and the check is returned by the bank for insufficient funds, a service fee of $20 will be charged to the customer. The customer must then make payment within ten (10) days of notification by the District. Payment will include the amount due plus the $20 service fee and must be paid by cashier’s check or money order.
2. **Disputed bill:** Questionable bills will be coordinated by the FGSUD Office Administrator or if necessary the General Manager. If no resolution is reached, the customer may write a letter to the Board of Directors. Meter testing for accuracy of operation will be performed upon customer request. If bill adjustment is required, the adjustment will be for a period of not more than six (6) months prior. All water passing through a meter will be billed to the customer regardless of leaks, theft, absence, etc.
3. **Locking or Removal of Meter:** Meters are the property of FGSUD. It is unlawful to tamper with the District’s meter or equipment or bypassing the same. Service will be terminated if this occurs. The following is a list of possible reasons for meter locking or removal, non-limiting:
4. Customer request
5. Delinquent bill
6. Public health hazard
7. Multiple residences using service
8. Service agreement violations
9. Meter tampering
10. Violation of any federal, state, local or other agency having jurisdiction
11. Willful destruction of FGSUD property
12. Less than reasonable use of the service that causes inadequate service to other customers
13. **Customer’s Responsibility:** The customer shall be responsible for compliance with all utility, local, and state codes, requirements and regulations concerning on-site service and plumbing facilities.
14. **Emergency Water:** Costs for emergency water for livestock for current District customers will be the cost of installation plus standard monthly charges in effect at the time of usage. The Capital Contribution fee of $900 and deposit fee of $100 will be waived. Should this be converted to a regular customer account from an emergency water account, the full $1,000 fee will be required.

Costs for emergency water for livestock for non-customers will be a $900 , cost of installation, plus the current rates for water. The regular deposit fee of $100 will be waived. Should this be converted to a regular customer account, a $100 deposit fee will be required.

1. All emergency water accounts are for three (3) month unless terminated earlier. One three-month extension may be allowed. The Board of Directors must approve any extension beyond that time.
2. The District shall have first and preferential rights to the use of all water.
3. Emergency customers can only be added if there is sufficient water available. This service must not impact the water provision for current District customers.
4. Stock tubs must be installed in accordance with TCEQ regulations.
5. Delinquent emergency accounts will not be renewed.

***I have read, understand, and agree to the above FGSUD Operating Procedures.***

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Name Date