

District Service Policy

Section B Statements

- 1. Organization.** The County Line Special Utility District was created pursuant to the provision of Texas Water Code, Chapters 49 and 65 and 30 Tex Admin Code 293.11 and 293.12 to purchase, own, hold, lease and otherwise acquire sources of potable water supply; to build, operate and maintain facilities for the transportation of potable water; and to sell potable water and wastewater services to town, cities and other political subdivisions of this state, to private business entities and to individuals. District operating policies, rates, and regulations are adopted by the Board of Directors elected by the customers of the District. The members of the Board of Directors are elected by the registered voters residing within the District's boundaries.
- 2. Non-Discrimination Policy.** Service is provided to all Applicants who comply with the provisions of this Service Policy 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 (and/or sewer) services provided by the County Line SUD, also referred to as District, County Line, or CLSUD. Failure on the part of the Customer, Consumer, or Applicant to observe these policies, rules and regulations gives the District the authority to deny or discontinue service and to take any other action deemed appropriate according to the terms of this Policy.
- 4. Fire Protection Responsibility.** The District does not provide nor imply that fire protection is available on any of the distribution system, except where expressly specified and agreed to by the District. 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. Any hydrant, flush valve or similar fixture painted black is not available for fire flow and shall not be used for such purposes according to state law. The District reserves the right to remove any hydrant, due to improper use or detriment to the system as determined by the District, at any time without notice, refund, or compensation to any third party.
- 5. Liability.** The District is not liable for damages caused by service interruptions, events beyond its control, and for normal system failures.
- 6. Information Disclosure.** The records of the District shall be kept in the District office in Uhland, Texas. All information collected, assembled, or maintained by or for the District shall be disclosed to the public in accordance with the Texas Public Information Act. A reasonable charge as established pursuant to the Texas Public Information Act may be assessed to any person requesting copies of District records. 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 District acting in connection with the employee's duties or as otherwise authorized by Section 182.054 of the Texas Utilities Code.

7. **Customer Notice Provisions.** The District shall give written notice of monthly rate changes by publication, mail or hand delivery to all consumers at least 30 days after the date on which the board authorizes the new rate. The notice shall contain the old rates, new rates, effective date of the new rate, date of Board authorization, and the location where additional information on rates can be obtained. Failure of the District to give the notice shall not invalidate the effective date of the change, the amount of the newly adopted rate nor any charge incurred based on the new rate.

8. **Customer Service Inspections.** The District requires that a customer service inspection certification be completed prior to providing water service to new construction and for all new customers as part of the activation of standard and non-standard service. Customer service inspections are also required on any existing service when the District has reason to believe that cross-connections or other potential contaminant hazards exist, or after any material improvement, correction or addition to the customer's water distribution facilities. This inspection is limited to the identification and prevention of cross connections, potential contaminant hazards and illegal lead materials.

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