

## District Service Policy

### Section G Service Rates and Fees

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

- 1. Classes of Users.** All users of the District's water and/or wastewater services shall be classified as either standard or non-standard service, as further defined in Section E and Section F of the Service Policy. Either class of users may be further classified into sub-classes according to the potable water meter size by which service is provided or diameter/size of the requested wastewater connection.
- 2. Service Investigation and Feasibility Study.** Upon receipt of a Service Application, the District shall conduct a service investigation for each service application submitted to the District. An initial determination shall be made by the District, without charge, as to whether the service request is Standard or Non Standard. An investigation shall then be conducted and the results reported under the following terms:
  - a.** All Standard Service requests shall be investigated without charge and all applicable costs for providing standard service shall be quoted in writing by the District to the Applicant within ten (10) working days of receipt of the application for standard service.
  - b.** All Non-Standard Service requests shall be subject to charges, appropriate to each project, of sufficient amount to cover all administrative, legal, and engineering fees required by the District to:
    - i. conduct a feasibility study,
    - ii. provide cost estimates of the project,
    - iii. develop detailed plans and specifications as per developer's plat and/or review and approve plans prepared by Developer's engineer,
    - iv. advertise and accept bids for the project,
    - v. prepare and execute a Non-Standard Service Contract with the Applicant,
    - vi. prepare and execute an impact evaluation funding agreement, if determined to be appropriate in the discretion of the Board of Directors, and
    - vii. provide other services as required by the District for such investigation.
  - c.** The Developer of any property that is to be subdivided, or otherwise requires Non-Standard Service, shall submit a plat to the District for approval. The Developer shall pay for the District to perform a feasibility study and plan review including all engineering, legal and administrative costs. The developer shall initially provide a deposit on these charges in an amount of \$5,000 for water service investigation and \$5,000 for wastewater service investigation, to the extent that water and wastewater service is requested.

If the District's costs to perform the feasibility study exceed the Developer's feasibility study fee deposit, additional deposits will be required until the study is complete. Failure to provide such deposit could result in delays in processing the application. If the feasibility study fee deposit is in excess of the District's cost to perform the feasibility study, the excess amount shall be refunded or credited toward the Developer's costs under the Non Standard Service Contract.

- 3. Security Deposit.** A refundable Security Deposit must be paid before service shall be provided for the Applicant by the District. The Security Deposit for potable water service is \$200.00 for each meter.
- 4. Easement Costs.** When the District determines that private right of way easements and/or facilities sites are necessary to provide service to the Applicant, the Applicant shall be required to make good faith efforts to secure easements or real property on behalf of the District and/or pay all costs incurred by the District in validating, clearing, and retaining such right-of-way or real property in addition to tap fees otherwise required pursuant to the provisions of this Service Policy. The costs may include all legal fees and expenses necessary to attempt and secure such right-of-way and/or facilities sites on behalf of the District.
- 5. Fee Calculations.** The water and wastewater fees described in the following sections shall be calculated based on the number of Living Unit Equivalents (LUEs) for a given property or development. An LUE is defined as the typical flow that would be produced by a single-family residence located in a typical subdivision.
- Standard Service. A standard service shall be defined as one (1) LUE.
  - Non Standard Service. The following table shall be used to calculate the number of water and wastewater LUEs for Non Standard Service applications. For developments that are not described below, the District’s Engineer and Manager shall determine the most appropriate LUE conversion.

<u>Land Use</u>	<u>Type of Development</u>	<u>LUE Conversion</u>		
Residential - Single Family	Single Family Home or Mobile Home*	1	LUE per	home
Residential - Other	Duplex	2	LUEs per	structure
	Triplex, Fourplex, Condo, or Apartment (<24 units/acre)	0.7	LUE per	unit
	Condo or Apartment (24+ units/acre)	0.5	LUE per	unit

<u>Land Use</u>	<u>Type of Development</u>	<u>LUE Conversion</u>		
Commercial - Business	Hotel or Motel	2	rooms	per LUE
	RV Park	5	spaces	per LUE
	Office Building	3,000	square feet	per LUE
	Retail/Shopping Center	1,660	square feet	per LUE
	Restaurant/Cafeteria	200	square feet	per LUE
	Hospital	1	bed	per LUE
	Rest Home	2	beds	per LUE
	Church	70	seats	per LUE
Commercial - School	High School	13	students	per LUE
	Elementary School	15	students	per LUE
Industrial	Warehouse	4,000	square feet	per LUE

\*Note: The LUE Conversion for Mobile Homes that are part of a Mobile Home Community which is served by a master water meter may be reduced to 0.7 LUE per home for water service only.

- c. Special Scenarios. If deemed appropriate by the District Engineer and Manager, the number of LUEs may be calculated based on the size and type of the water meter installed according to the following table. This calculation would apply to irrigation meters and other special scenarios encountered on a case-by-case basis.

<u>Meter Size</u>	<u>LUEs</u>
5/8"x3/4"	1.0
3/4"	1.5
1"	2.5
1 1/2"	5.0
2" PD	8.0
2" ULTRA	11.0
3" ULTRA	25.0
4" ULTRA	44.0
6" ULTRA	70.0

## 6. Reservation Fees

- a. Standard Service. Reservation fees are not required for Standard Service.
- b. Non Standard Service. System Capacity and Potable Water Reservations fees are due upon plat approval to secure water service commitment. Each fee is on a per LUE basis.
- i. Potable Water System Capacity Reservation: \$1,883 (50% of water impact fee per Section 7.c.i.)
  - ii. Water Reservation Fee: \$7.05 per month

The monthly Water Reservation Fee is a monthly charge for each lot of a new subdivision or other property for which a meter has not been installed but for which the District and Developer or other person have entered into an agreement or contract which reserves potable water service. The Monthly Potable Water Reservation Fee shall continue for each lot until such lot becomes an active water service connection for which all connection fees have been paid and which lot is receiving monthly water service.

## 7. Connection Fees

- a. **Standard Potable Water Service.** Standard service is considered to be one 5/8" x 3/4" meter. Total fees due prior to meter installation are \$4,925, which is allocated as follows:
- i. Impact Fee: \$3,765 (share of system infrastructure needed to serve the connection);
  - ii. Connection Fee: \$935 (includes all labor, materials, engineering, legal, customer service inspection, and administrative costs necessary to provide individual metered water service);
  - iii. Security Deposit: \$200 (per section G3) and
  - iv. Administration Fee: \$25.00.
- b. **Standard Wastewater Service.** Standard service is considered to be one (1) LUE. Fees due prior to connection are as follows:
- i. Impact Fee: \$1,250 (for connections within the CLSUD Impact Fee Service Area)
  - ii. PCU Fee: \$5,000 (pass-thru to Plum Creek Utility for wastewater treatment services)(expires December 31, 2020 if agreement with PCU is not finalized)
  - iii. Inspection Fee: \$75

- c. **Non Standard Potable Water Service.** Total fees due prior to meter installation are:
  - i. Impact Fee: \$3,765 per LUE (less the 50% previously paid by the Water Service Capacity Reservation Fee outlined in Section 6.b.i. above);
  - ii. Connection Fee: \$935 per 5/8"x3/4" meter (includes all labor, materials, engineering, legal, customer service inspection, and administrative costs necessary to provide individual metered potable water service) (larger meters are subject to a higher fee and will be billed for the actual costs incurred by CLSUD to purchase and install larger meter);
  - iii. Security Deposit: \$200 per meter (per Section G3) and
  - iv. Administration Fee: \$25.00.
  
- d. **Non Standard Wastewater Service.** Total fees due, per LUE, a minimum of 365 days prior to initiation of wastewater service are:
  - i. Impact Fee: \$1,250 (for developments within the CLSUD Impact Fee Service Area)
  - ii. PCU Fee: \$5,000 (pass-thru to Plum Creek Utility for wastewater treatment services) (expires December 31, 2020 if agreement with PCU is not finalized)
  - iii. Inspection Fee: \$75 (per wastewater tap, due prior to active service being provided)

**8. Monthly Charges for Potable Water Service**

- a. Potable Water Service Availability Charge – The monthly charge for metered water service is a flat rate of \$40.36 per LUE, as defined in Section 5 above. Properties with water meters installed prior to the adoption of the LUE conversion table in Section 5.b. shall have a monthly charge based on their meter type and size as defined in Table 5.c.
  
- b. Potable Water Gallonage Charge – In addition to the Potable Water Service Availability Charge, a gallonage charge shall be added at the following rates for water usage during any one (1) billing period:

- \$3.65 per 1000 gallons for first 5,000 gallons of water
- \$4.26 per 1000 gallon for next 5,000 gallons of water (5,001 – 10,000 gallons)
- \$4.89 per 1000 gallon for next 5,000 gallons of water (10,001 – 15,000 gallons)
- \$5.63 per 1000 gallons for next 5,000 gallons of water (15,001 – 20,000 gallons)
- \$6.47 per 1000 gallons for all over 20,000 gallons of water (20,001+ gallons)

**9. Monthly Charges for Wastewater Service.**

The Wastewater Service Monthly Charge is a flat rate of \$65 per LUE, as defined in Section 5.

**10. Construction Rate:** A fee of \$ 3,300 is charged for this type of temporary water service, and such fee must be paid in full before the District will set a construction water meter. This fee consists of a \$300.00 fee for the use of the water meter, and \$3,000.00 is a refundable Security Deposit. The security deposit will only be reimbursed if the meter is returned to the CLSUD office (8870 Camino Real, Umland, TX 78640) in working condition and there is no unpaid account balance. All water for construction projects is billed at \$14.75 per 1,000 gallons.

**11. Late Payment Fee.** Once per billing period, a penalty of \$5.00 shall be applied to delinquent bills. This late payment penalty shall not be applied to any balance to which the penalty was applied in a previous billing, but shall be applied to any unpaid balance during the current billing period.

**12. County Line SUD will not notify a lien-holder.** County Line SUD will not notify a lien-holder of

past due bills for either potable water service and/or wastewater service.

- 13. 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 District for payment of services provided for in this Service Policy, and the instrument is returned by the bank or other similar institution as insufficient or non-negotiable for any reason, the account for which the instrument was issued shall be assessed a return check charge of \$25.00. (see Miscellaneous Transaction Forms)
- 14. Reconnect Fee.** The District shall charge a fee of \$ 40.00 for reconnecting water service after the District has previously disconnected the service for any reason provided for in this Service Policy except for activation of service under Section E.3.b. Re-Service.
- 15. Service Trip Fee.** The District shall charge a trip fee of \$0.00 for any service call or trip to the Customer's tap as a result of a request by the Customer or resident (unless the service call is in response to damage of the District's or another Customer's facilities) or for the purpose of disconnecting or collecting payment for services. If more than two trips are requested within any 12-month period, a fee of \$50 may be assessed.
- 16. Equipment Damage Fee.** If the District's facilities or equipment have been damaged by tampering, by passing, installing unauthorized taps, reconnecting service without authority, or other service diversion, a fee shall be charged equal to the actual costs for all labor, material, and equipment necessary for repair, replacement, and other District actions. This fee shall be charged and paid before service is reestablished. If the District'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 Customer. If the District's facilities or equipment have been damaged due to negligence or unauthorized use of the District's equipment, right of way, or meter shut off valve, or due to other acts for which the District incurs losses or damages, the Customer shall be liable for all labor and material charges incurred as a result of said acts or negligence.
- 17. Customer History Report Fee.** A fee of \$ 2.00 per page shall be charged to provide a copy of the Customers record of past water purchases in response to a Customer's request for such a record.
- 18. Meter Test Fee.** The District shall test a Customer's meter upon written request of the Customer. Under the terms of Section E of this Service Policy, a charge of \$0.00 shall be imposed on the affected account for such meter test. If more than two tests are requested within any 12-month period, a fee of \$50 may be assessed.
- 19. Non-Disclosure Fee.** A fee of \$0.00 shall be assessed any customer requesting in writing that personal information under the terms of this District Service Policy not be disclosed to the public.
- 20. Information Disclosure Fee.** All public information except that which has been individually requested as confidential shall be available to the public for a fee to be determined by the District based on the level of service and costs to provide such information, but not to be inconsistent with the terms of the Texas Public Information Act: Chapter 552, Texas Government Code.
- 21. Customer Service Inspection Fee.** Except as noted above, a fee of \$0.00 will be assessed each Applicant before permanent continuous service is provided to new construction.

- 22. Administrative Fee.** All applications for the transfer of an existing service to a new responsible party shall complete all required application forms, etc. and pay a fee of \$25.
- 23. Additional Assessments.** In the event any federal, state or local government imposes on the District a “per meter” fee or an assessment based on a percent of water use or charges, then this fee or assessment will be billed and collected as a “pass through” charge to the customer.
- 24. Backflow Prevention Expenses.** It shall be the responsibility of the customer at any premises where backflow prevention assemblies are installed to have certified inspections and operational tests made at least once per year. In those instances where the General Manager deems the hazard to be great enough, certified inspections may be required at more frequent intervals. These inspections and tests shall be at the expense of the customer and shall be performed by the assembly manufacturer’s representative, District personnel, or by a certified tester approved by the General Manager. The customer may contract directly with a qualified inspector and provide the results of such tests to CLSUD, or the customer may request that CLSUD perform the required testing. If the latter option is chosen, the General Manager shall notify the customer in advance when the tests are to be undertaken so that the customer may witness the tests if so desired. These assemblies shall be repaired, overhauled, or replaced at the expense of the customer whenever said assemblies are found to be defective. Records of such tests, repairs, and overhaul shall be kept by the District and made available to the customer at the District’s office during regular business hours. If the testing and/or repairs are performed by CLSUD, the customer will be billed for this expense on their next monthly water bill.
- 25. Other Fees.** All services outside the normal scope of utility operations that the District may be compelled to provide at the request of a customer shall be charged to the recipient based on the cost of providing such service.
- 26. Fees Subject to Change.** All rates and fees contained in this document are subject to review and modification by the County Line SUD Board of Directors, as they deem appropriate. All approved updates will subsequently be reflected in this document.

**Previous Versions:**

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