

District Service Policy

Section E Service Rules and Regulations

1. Service Entitlement. An Applicant shall be considered qualified and entitled to potable water service and/or wastewater service when proper application has been made, terms and conditions of Service 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 Service Policy, service requested by an Applicant shall be for real estate designated to receive the service provided by the District and shall be divided into the following two 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 potable water meter services set on existing pipelines and a 4" connection for a wastewater line.

b. Non-Standard Service is defined as any service that is not a Standard Service, as defined in paragraph a. above. The service requirements as provided in Section F of this Service Policy shall be required of the Non-Standard Service Applicant prior to providing service. The District shall make a determination as to the appropriate size and type of meter to serve Non-Standard Service Applicants.

c. Requirements for Standard and Non-Standard Service.

i. The District's Service Application and Agreement Form shall be completed in full and signed by the Applicant. (See CLSUD Forms, Section I)

ii. A Right-of-Way Easement Form, Sanitary Control Easement, or other such easement forms, required by the District, must be completed by the Applicant for the purposes of providing water service and/or wastewater service to the Applicant and to facilitate current and future system-wide service. (Texas Water Code 49.218)

iii. The Applicant shall provide proof of ownership to property for which service has been requested in a manner acceptable to the District. Proof of ownership shall consist of warranty deed, deed of trust or other recordable documentation of fee simple title to the real estate designated to receive service. (ART. 1434a, Sec.9A. (c) Vernon's Tex. Civ. Stat., 13.002 (11) of the Texas Water Code)

iv. The District may consider master metering and/or non-standard wastewater service to 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, partnership, cooperative, corporation, agency, public or private organization of any type but not including a family unit,
- (b) directly inaccessible to public right-of-way

v. Notice of application approval and costs of service determined by the District shall be presented to the Applicant in writing and shall remain in effect for a period not to exceed thirty (30) days. After that time the Applicant must re-apply for service. (30 TAC 291.8 1(a) (1))

vi. If the potable water main or wastewater 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 District for the purpose of installing the water main and/or wastewater main and appurtenances, and the District has documentation of such refusal recorded in public records file, the Applicant, prior to receiving the requested service, shall grant easement to the District. In addition to the normally required fees for service, the Applicant shall pay such sums as are necessary for the removal of the potable water main and/or wastewater main from the public right-of-way and for relocation onto the Applicant's property pursuant to such easement. (see CLSUD Forms, Section I)

3. Activation of Standard Service and Non-Standard Service

a. New Tap The District shall charge a non-refundable service installation fee as required under Section G of this Service Policy. The service installation fee shall be quoted in writing to the Applicant. All fees shall be paid in advance of installation. (30 TAC 291.86 (a)(1) (A))

b. Re-Service On property where service previously existed, the District shall charge the Security Deposit, where the Security Deposit has been liquidated, and costs necessary to restore service. In addition, the District shall charge accumulated Reserved Service Fees which have been entered on the in-active account as monthly debits. This is allowing the District 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 Impact Fee previously paid for service to the property. After this time the service equipment may be removed by the District and future request for service shall be treated as a new application.

c. Performance of Work After approval is granted by proper authorities, all potable water taps, wastewater connection points, and equipment installations specified by the District shall be completed by the District staff or designated representative. The tap and/or service connection shall be completed within thirty (30) working days after approval and receipt of payment of quoted fees. This time may be extended for installation of equipment for Non-Standard Service Request. (see Section F. 30 TAC 291.85)

d. Inspection of Customer Service Facilities The property of the Applicant shall be inspected to insure compliance with state required Minimum Acceptable Operating Practices for Public Drinking Water Systems as promulgated by the Texas Natural Resource Conservation Commission or successor agency. (30 TAC 290.46(j)); to include wastewater connections where applicable.

4. Changes in Service Classification. If at any time the District determines that the customer service needs changed from those originally applied for to a different service classification and the District determines that additional or different facilities are necessary to provide adequate service, the District shall require the Applicant to re-apply for service under the terms and conditions of this District Service Policy. Applicants failing to comply with this provision shall be subject to the Disconnection with Notice Provisions of this Service Policy.

5. Denial of Service. The District may deny service for the following reasons:

- a. Failure of the Applicant to complete all required forms and pay all required fees and charges;
- b. Failure of the Applicant to comply with rules, regulations, policies, and bylaws of the District;
- c. Existence of a hazardous condition at the Applicant's property which would jeopardize the welfare of the Customers/Users of the District upon connection;
- d. Failure of Applicant to provide representatives or employees of the District reasonable access to property, for which service has been requested;

6. Applicant's Recourse. In the event the District refuses to serve an Applicant under the provisions of this Service Policy, the District must notify the Applicant, in writing, on the basis of its refusal. The Applicant may file for an appeal, in writing, with the Board of Directors of the District.

7. Insufficient Grounds for Refusal of Service. The following shall not constitute sufficient cause for the refusal of service to an Applicant:

- a. Delinquency in payment for service by a previous occupant of the premises to be served;
- b. Failure to pay a bill to correct previous under billing due to misapplication of rates more than six (6) months prior to the date of application;
- c. Violation of the District's rules pertaining to operation of non-standard equipment or unauthorized attachments which 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 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;
- e. Failure to comply with regulations or rules for anything other than the type of utility service specifically requested including failure to comply with septic tank regulations.

8. Deferred Payment Agreement.

- a. The District may offer a deferred payment plan to a Customer who cannot pay an outstanding balance in full and is willing to pay the balance in reasonable installments as determined by the District, including any Late Penalty Fees or interest on the monthly balance to be determined as per agreement. (See CLSUD Forms, Section J).
- b. A customer that receives retail water or sewer service from the District during an extreme weather emergency and has a bill due during the extreme weather emergency may request to establish a payment schedule for unpaid bills that are due during an extreme weather emergency. If the District receives such a request within 30 days from the date the extreme weather emergency ends, the District must offer the requesting customer a payment schedule and a deadline for accepting the payment schedule according to the requirements of 16 Texas Administrative Code § 24.173(e).

9. Charge Distribution and Payment Application.

- a. The Service Availability Charge is for the billing period from the 20th day of the month to the 19th day of the month. Charges shall be prorated for meter installations and service termination's falling during the billing period.
- b. Gallonage Charge shall be billed at the rate specified in Section G and billing shall be calculated in one hundred (100) gallon increments. Potable water charges are based on monthly meter readings and are calculated from reading date to reading date. Readings used in all billing calculations shall be taken by the District's employees or designated representative.
- c. Posting of Payments All payments shall be posted against previous balances prior to posting

Revisions approved by Order November 21, 2022

Revisions approved on April 18, 2022 by Order No. 04-18-2022

Revisions approved on March 19, 2018 by Resolution 3/19/2018

Revisions approved on July 18, 2011 by Order No. 7-18-2011

Approved September 7, 2019 Section E County Line Special Utility District

against current billings.

d. Forms of Payment The District will accept the following forms of payment: cash, personal check, cashier's check, money order, credit card or debit card. The District will not accept two party checks, pay checks, or any other instrument of payment that is not made out to the District. The District reserves the right to require exact change and may refuse to accept payments made using more than \$1.00 in coins.

10. Due Dates, Delinquent Bills, and Service Disconnection Date. The District shall mail all bills on or about the 28th of the month. All bills shall be due and payable upon receipt and are past due beyond the date indicated on the bill (allowing approximately fifteen (15) days to pay), after which time a penalty shall be applied as described in Section G. A bill is delinquent if not paid by the past due date. Payments made by mail will be considered late if postmarked after the past due date. A 1 day grace period may then be allowed for delayed payments prior to mailing of final notices. Final notices shall be mailed allowing ten (10) additional days for payment prior to disconnection. The ten (10) additional days shall begin on the day the final notice is deposited with the U.S. Post Office with sufficient postage. If the past due date for the regular or final billing is on a weekend or holiday, the past due date for payment purposes shall be the next day the District office is open for business after said weekend or holiday. For all disputed payment deadlines, the date postmarked on each bill will determine the beginning of each billing cycle or final notice mailings.

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

b. If either the District's potable water service bill or wastewater service bill is not paid within 60 days of the issuance of the bill the District may discontinue potable water service to the delinquent Customer's water meter. The term Service Disconnection shall mean that the District has the option at its sole discretion to terminate potable water delivery to the Customer by either locking in the Customer's water meter in place or completely removing the Customers water meter.

11. Rules for Disconnection of Service. The following describes the rules and conditions for disconnection of service. For the purposes of disconnecting wastewater service under these policies, potable water service will be terminated in lieu of disconnecting wastewater service. In instances of nonpayment of water service or other violations by a Customer who is not a potable water customer, the District has the option to disconnect the wastewater connection or take other appropriate actions.

a. Disconnection With Notice Potable water utility service may be disconnected for any of the following reasons after proper notification has been given:

1) Returned Checks: The District shall mail, via the U.S. Postal Service, a notice requiring redemption of the returned instrument within ten (10) days of the date of the notice to be made in the District 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. District has the right to immediately disconnect service for a returned check given to the District when service was disconnected due to nonpayment. (see Miscellaneous Transaction Forms) Any such instruments returned as insufficient or non-negotiable for any reason for any two billing periods within a 12 month period shall be considered evidence of bad credit risk by the District. The Customer in violation shall be placed on a "cash-only"

Revisions approved by Order November 21, 2022

Revisions approved on April 18, 2022 by Order No. 04-18-2022

Revisions approved on March 19, 2018 by Resolution 3/19/2018

Revisions approved on July 18, 2011 by Order No. 7-18-2011

Approved September 7, 2019 Section E County Line Special Utility District

basis for a period of 12 months. NOTE: “cash only” means certified check, money order, or cash.

- 2) Failure to pay a delinquent account for utility service or failure to comply with the terms of a deferred payment agreement.
- 3) Violation of the District’s rules pertaining to the use of service in a manner which interferes with the service of others or the operation of non-standard equipment if a reasonable attempt has been made to notify the Customer and the Customer is provided with an opportunity to remedy the situation;
- 4) Failure of the Customer to comply with the terms of the District’s Service Agreement, District Service Policy, Bylaws, or Special Contract provided that the District has given notice of said failure to comply, and Customer has failed to comply within a specified amount of time after notification.
- 5) Failure to provide access to the meter under the terms of this Service Policy or to property at which potable water service or wastewater service is received when there is reason to believe that a hazardous condition or policy violation exists for which access is necessary to verify.
- 6) Misrepresentation by any Applicant of any fact on any form, document, or other agreement required to be executed by the District.
- 7) Failure of Customer to re-apply for service upon notification by the District that Customer no longer meets the terms of the service classification originally applied for under the original service application.

b. Disconnection Without Notice Potable water utility service and/or wastewater 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 Customer refuses to allow access for the purpose of confirming the existence of such condition and/or removing the dangerous or hazardous condition (30 TAC 290.46 ~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 District’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.
- 4) The Customer writes a check when the service has been discontinued for non-payment to have service re-stored. Check is returned for non-sufficient funds, account closed or other banking reason.

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

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

Revisions approved by Order November 21, 2022

Revisions approved on April 18, 2022 by Order No. 04-18-2022

Revisions approved on March 19, 2018 by Resolution 3/19/2018

Revisions approved on July 18, 2011 by Order No. 7-18-2011

Approved September 7, 2019 Section E County Line Special Utility District

District has in writing the guarantee as a condition precedent to service;

- 5) Failure of the Customer to pay charges arising from an under billing due to any faulty metering, unless the meter has been tampered with or unless such underbilling charges are due under the Inoperative Meters subsection E. 15. of this Service Policy
- 6) Failure of the Customer to pay estimated bill other than a bill rendered pursuant to an approved meter reading plan, unless the District is unable to read the meter due to circumstances beyond its control;
- 7) In response to a request for disconnection by a Homeowner of rental property; and
- 8) Nonpayment of a bill during an extreme weather emergency until after the extreme weather emergency is over.

d. Disconnection on Holidays and Weekends Unless a dangerous condition exists, service shall not be disconnected on a day, or on a day preceding a day, when personnel of the District are not available to the public for the purpose of making collections and reconnecting service.

e. Disconnection Due to Utility Abandonment The District may not abandon a Customer or a Certificated Service Area without written notice to its Customers and all similar neighboring utilities and approval from the Texas Commission on Environmental Quality.

f. Disconnection for Ill and Disabled The District may not discontinue service to a delinquent residential Customer permanently residing in an individually metered dwelling unit when that Customer establishes that discontinuance of service will result in some person at that residence becoming seriously ill or more seriously ill if service is discontinued. Each time a Customer seeks to avoid termination of service under this Sub-section, the Customer must have the attending physician call or contact the District within sixteen (16) days of issuance of the bill. A written statement must be received by the District 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 District and Customers physician. The Customer shall enter into a Deferred Payment Agreement.

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

- 1) The District shall send a notice to the Customer as required. This notice shall also inform the Customer 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 Customer and at least five (5) days prior to disconnection, the District shall post notices, stating "Termination Notice" in public areas of the service complex or area served, notifying the residents of the scheduled date for disconnection of service.
- 3) The tenants may pay the District for any delinquent bill in behalf of the owner to avert disconnection or to reconnect service to the complex or area served.

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

Revisions approved by Order November 21, 2022

Revisions approved on April 18, 2022 by Order No. 04-18-2022

Revisions approved on March 19, 2018 by Resolution 3/19/2018

Revisions approved on July 18, 2011 by Order No. 7-18-2011

Approved September 7, 2019 Section E County Line Special Utility District

Service Policy service may be terminated with notice.

12. Billing Cycle Changes. The District reserves the right to change its billing cycles if the work load requires such practice. After a billing period has been changed, the billings shall be sent on the new change date unless otherwise determined by the District.

13. Back-billing. The District may back-bill a Customer for up to forty-eight (48) consecutive months for meter error, misapplied meter multiplier, incorrect meter readings, or error in computing a Customer's bill. Failure to pay the most recent six (6) months billing will result in disconnection of service.

14. Disputed Bills. In the event of a dispute between the Customer and the District regarding any bill, the District shall forthwith make and conduct an investigation as shall be required by the particular case, and report the results in writing thereof to the Customer. All disputes under this Subsection must be submitted to the District, in writing, prior to the due date posted on said bill.

15. Inoperative Meters. Potable water meters found inoperative will be repaired or replaced within a reasonable time. If a meter is found not to register for any period, unless by-passed or tampered with, the District shall 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. If the meter is operative due to by-passing or tampering, the District will proceed with disconnection.

16. Bill Adjustment Due To Meter Error. The District shall test any Customer's potable water meter upon written request of the Customer. In the event the meter tests within the accuracy standards of The American Water Works Association, a test fee as prescribed in Section G of this Service Policy shall be imposed. In the event the test results indicate that the meter is faulty or inaccurate, the test fee shall be waived, the meter shall be calibrated or replaced, and a billing adjustment may be made as far back as six (6) months. The billing adjustment shall be made to the degree of the meter's inaccuracy as determined by the test. The Customer shall complete a Meter Test Request Form prior to the test.

17. Meter Tampering and Diversion. For purposes of these Sections, meter-tampering, by-passing, or diversion shall all be defined as tampering with the District'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 District 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,
- e. and 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 District. Photographic evidence or any other reliable and credible evidence may be used; however, any evidence shall be accompanied by a sworn affidavit by the District's staff when any action regarding 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 District shall be prosecuted to the extent allowed by law under the Texas Penal Code 28.03. (Is a Misdemeanor)

Revisions approved by Order November 21, 2022

Revisions approved on April 18, 2022 by Order No. 04-18-2022

Revisions approved on March 19, 2018 by Resolution 3/19/2018

Revisions approved on July 18, 2011 by Order No. 7-18-2011

Approved September 7, 2019 Section E County Line Special Utility District

18. Meter Relocation. Relocation of services shall be allowed by the District provided that:

- a. An easement for the proposed location has been granted to the District;
- b. The Customer pays the actual cost of relocation plus administrative fees

19. Prohibition of Multiple Connections To A Single Tap. No more than one (1) residential, commercial, or industrial service connection is allowed per potable water meter or wastewater service connection. The District may consider allowing an apartment building, Condo, mobile home/RV park or business centers to apply as a “Master Metered Account” and have a single potable water meter. The District may consider allowing an apartment building, Condo, mobile home/RV park or business centers to apply for and obtain permission to have one larger wastewater connection point. Any unauthorized sub metering or diversion of service shall be considered a Multiple Connection and subject to disconnection of service. If the District has sufficient reason to believe a Multiple Connection exists, the District shall discontinue service under the Disconnection with Notice provisions of this District Service Policy.

20. Customer’s Responsibility.

a. The Customer shall provide access to the potable water meter as per service agreement. If access to the meter is hindered or denied preventing the reading of the meter, an estimated bill shall be rendered to the Customer for the month; and a notice shall be sent to the effect that access could not be gained. If access is denied for three (3) consecutive months after proper notification to the Customer, then service shall be discontinued and the potable water meter removed with no further notice.

b. The Customer shall be responsible for compliance with all utility, local, and state codes, requirements, and regulations concerning on-site service and plumbing facilities.

1) All potable water connections shall be designed to ensure against backflow or siphonage into the District’s potable 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 contain more than 0.2% lead is prohibited for any plumbing installation or repair of any residential or non-residential facility providing water for human consumption and connected to the District’s facilities. Customer service pipelines shall be installed by the applicant and shall be a minimum of SDR-26 PVC pipe. (30 TAC 290.46)

a. The District’s ownership and maintenance responsibility of potable water supply and metering equipment shall end at the meter or other service equipment. Therefore, all potable water usage registering upon and/or damages occurring to the metering equipment owned and maintained by the District shall be subject to charges as determined by the District Service Policy as amended from time to time by the Board of Directors.

b. The District shall require each Customer to have a cut-off valve on the Customer’s side of the potable water meter for purposes of isolating the Customer’s service pipeline and plumbing facilities from the District’s water pressure. The valve shall meet AWWA standards (a ball valve is preferred). The Customer’s use of the District’s curb stop or other similar valve for such purposes is prohibited. Any damage to the District’s equipment shall be subject to service charges. (This additional cut-off valve may be installed as a part of the original meter installation by the District.)

Revisions approved by Order November 21, 2022
Revisions approved on April 18, 2022 by Order No. 04-18-2022
Revisions approved on March 19, 2018 by Resolution 3/19/2018
Revisions approved on July 18, 2011 by Order No. 7-18-2011
Approved September 7, 2019 Section E County Line Special Utility District

21. Prohibited Plumbing Practices

- a. No direct connection between the public drinking water supply and a potential source of contamination is permitted. Potential sources of contamination will be isolated from the public water system by an air gap or an appropriate backflow prevention device.
- b. No cross-connection between the water supply and a private water system is permitted. These potential threats to the public drinking water supply must be eliminated at the service connection by the installation of an air-gap or a reduced pressure-zone backflow prevention device.
- c. No connection which allows water to be returned to the public drinking water supply is permitted.
- d. No pipe or pipe fitting which contains more the eight percent (8.0%) lead may be used for the installation or repair of plumbing at any connection which provides water for human use.
- e. No solder of flux which contains more than two-tenths of one percent (0.2%) lead can be used for the installation or repair of plumbing at any connection which provides water for human use.

22. Excluded Flow and Waste

- a. No waste material, which is not biologically degradable, will be permitted to be discharged into the district's wastewater collection system, including mud and debris accumulated during service line installation or construction of private facilities.
- b. No industrial wastes other than domestic sewage shall be discharged into the District's wastewater collection system unless approved in writing by the Board of Directors. No toxic wastes, wastes which would damage the collection and treatment facilities or wastes which would interfere with the wastewater treatment process shall be discharged into the District's wastewater collection system.
- c. Industrial wastes shall not be diluted by use of process water, or by adding unpolluted water, before discharging into District's wastewater collection system. No unpolluted cooling water shall be discharged into the District's wastewater collection system.
- d. No downspouts, yard or street drains, or gutters will be permitted to be connected into the District's wastewater collection system.
- e. No ground water drains, foundation drains, or other subsurface drains shall be connected in the District's wastewater collection system.
- f. No effluent drains from existing and/or abandoned septic tanks or field lines will be permitted to remain in service.

23. Connection of Water Service

- a. Applications for water service connections shall be filed With the District upon application forms made available from the District. Applicants for water service shall meet all District requirements for service including the granting of any necessary water easements (as determined by the District) to serve the connection and to enable the District to provide system wide service. In addition, the District shall install a customer service isolation valve at the expense of the service applicant.
- b. No person, other than the properly authorized agent of the district, shall be permitted to tap or make any connection with the mains or distributing pipes of the district's water system,

Revisions approved by Order November 21, 2022

Revisions approved on April 18, 2022 by Order No. 04-18-2022

Revisions approved on March 19, 2018 by Resolution 3/19/2018

Revisions approved on July 18, 2011 by Order No. 7-18-2011

Approved September 7, 2019 Section E County Line Special Utility District

- or make any repairs or additions to or alterations in any tap, pipe, cock or other fixture connected with the water service pipe.
- c. The customer must allow his or her property to be inspected for possible cross-connections and other undesirable plumbing practices. These inspections will be conducted by the District or its designated agent prior to initiating service and may be conducted periodically thereafter. All inspections will be conducted during the District's normal business hours.
- d. The customer must, at his or her expense, properly install any backflow prevention device required by the District.
- e. Water Extensions. As of the effective date of this Service Policy, the cost of the installation of water lines beyond the existing service lines or the cost of upsizing lines (when necessary) of District to any residential or commercial user or any undeveloped area within the District shall be the sole responsibility of the property owner and/or developer requesting services.

24. Standards for Water Service Lines

- a. In addition to compliance with this Service Policy, all connections shall comply with the Rules and Regulations for Public Water Systems issued by the Texas Commission on Environmental Quality set forth in 31 TAC 290. In the event of a conflict between this Service Policy and TCEQ Rules, the more stringent rule shall apply.
- b. Water pipe and fittings shall be of brass, copper, cast iron, galvanized malleable iron, galvanized wrought iron, galvanized steel, or other approved materials.
- c. Water service lines and wastewater service lines shall not be less than three (3) feet apart horizontally and shall be separated by undisturbed or compacted earth.
- d. Water service lines or any underground water pipe shall not be run or laid in the same trench with non-metallic sewer or drainage piping unless all three of the following conditions are met:
 - 1) The bottom of the water service line at all points shall be at least twelve inches (12"); above the top of the wastewater line.
 - 2) The water service line shall be placed on a solid shelf excavated at one side of the common trench and the two lines shall be separated by a minimum of eighteen inches (18").
 - 3). The water service line shall be installed with water tight joints tested to a minimum of 150 PSI.
- e. A minimum of four feet (4') of type "L" soft copper pipe shall be installed at the end of the water service line at the connection to the water meter.
- f. Water service lines shall be bedded in washed sand to provide six inches (6") of cushion below the line. The trench bottom and walls shall be cleared of all protruding rocks which could damage the pipe before the sand bedding is placed.
- g. A District-owned water meter and a District approved meter box shall be installed by a District representative.
- h. Potable water supply piping, water discharge outlets, backflow prevention devices, or similar equipment shall not be located so as to make possible the submergence of such equipment in any contaminated or polluted substance.
- i. Lawn sprinkling systems shall be equipped with an approved vacuum breaker installed in the discharge side of each of the last valves. The vacuum breaker shall be installed at least six inches (6") above the surrounding ground and above a sufficient number of heads so at

no time will the vacuum breaker be subjected to back pressure or drainage.

- j. The District's potable water system shall be protected from swimming pool makeup water by means of an approved backflow preventer or an adequate air gap.
- k. Upon the installation of a service line, a request for inspection shall be made to the District's office forty-eight (48) hours in advance for request of inspection, and no back filling of the lines may be made until inspection has been made by the District, its agents or employees.
- l. Back filling of service line trenches must be accomplished within 24 hours of inspection and approval, and no debris will be permitted in any service line trench.

25. Methods of Notice. For purposes of Section E of this Service Policy, unless otherwise specified, when required to provide written notice prior to disconnection the District shall provide written notice by certified mail, return receipt requested; hand delivery; first class mail; facsimile; email; FedEx; UPS; or any other type of public or private courier or delivery service to the customer's mailing address, email, or fax provided in the District's records. If the District is unable to provide notice by any of these forms of notice, the District may tape the notice on the door of the customer's service location, or tape the notice on a gate or fence at the entrance to the property if unable to reach the door, or post notice in the newspaper of general circulation in the District and within the county of the service location.