

MACBEE SPECIAL UTILITY DISTRICT POLICIES

The following policies were set up and approved by the Board of Directors of the MacBee Special Utility District.

WATER SERVICE

Every person owning or having legal right to the control, possession or occupancy of property served or which may reasonably be served by the District, shall have the right to become a customer of the District upon payment of the Deposit Fee of \$250.00 and upon compliance with the reasonable requirements of the District governing the purchase of water, charges for connection and operation of and service by the system. Water service shall not be denied because of the applicant's race, color, creed or national origin. It is the intent of the District to provide service on a non-discriminatory basis to all persons desiring service to the extent that the capabilities of the system will reasonably permit.

The Deposit Fee shall entitle the customer to one connection to the water main of the District.

Water meters may be relocated only on the same property where they were originally installed. Meters cannot be moved from one piece of property to another. The charge for relocating a meter is \$1,000.00, if a new tap is required, or \$100.00 if installed on an existing tap.

The Board of Directors has the authority to cancel the water service of any customer for non-payment of a past due account, which is over the value of their Deposit Fee amount, thirty days after demand for payment by mail. Re-instatement of water service will be same as a new customer.

METER INSTALLATION

All water shall be metered by meters to be furnished and installed by the District.

All residential meters are $\frac{3}{4}$ " in size. Customers requesting larger sized meters will need Board approval. Customers requesting 1" meters for sprinkler systems will be approved, providing the line on which the tap is made is at least 2" in size. Operation of sprinkler systems must be done between 12:00 p.m. and 4:00 a.m. only. Customers must pay the difference in the cost of a $\frac{3}{4}$ " meter and a larger meter. The minimum rate on a larger meter is more than the rate on a standard $\frac{3}{4}$ " meter and varies according to the size of the meter requested. If a customer requests a larger meter to replace a standard size meter already installed he must pay for a new line tap. Installation charge for standard residential meter tap is \$1000.00. Additional charges will be added for larger sized meters, road crossings and line extensions. A Capital Contribution Fee of \$3,000 is assessed on each new tap.

No taps will be made on water lines smaller than 2" without a pressure check. No extension to the District water mains will be allowed on lines smaller than 2". Larger lines may be installed at the expense of the customer. All extensions to existing water lines must be made by a reputable contractor and to the Districts' specifications. All extensions to existing water lines will be maintained by the customer or his contractor for a period of one year. After this one year period, the extension becomes the property of the District and the District will then assume full responsibility for the operation and maintenance of the extension.

LAND DEVELOPERS

See "Non-Standard Service Agreement" and MacBee SUD Service Policies, Section F Developer, Subdivision and Non-Standard Service Requirements.

MOBIL HOME PARKS

See "Suggested Procedure for Connecting Trailer Parks".

RENT PROPERTY

Customers will be responsible for the payment of all water usage billed to the property. Bills will be mailed to the user/customer of the property upon receipt of required documentation and paid Deposit Fee.

WATER LOSS DUE TO LEAKS

As provided in the Service Agreement (Form RUS-TX Bulletin 1780-9 (Revised 01/09) the Customer is responsible for the water line from the meter to his dwelling. Any water loss due to leakage on this line is charged to the Customer and must be paid. No adjustments will be made.

BILLING PROCEDURES AND CHARGES

Water bills are mailed out monthly around the 25th of the month and are due and payable upon receipt and will be considered PAST DUE if paid after the 15th of the following month. A bill is delinquent if payment is not received in the office by the 15th due date. A \$25.00 late charge is assessed to late balances. A second notice is sent around the 16th of the month, allowing 10 additional days to pay the bill. If not paid on the second notice due date, service will be discontinued and a disconnect fee of \$150.00 will have to be paid before service is restored.

There is a \$50.00 charge imposed for each returned item.

If a customer requests that his meter be checked for accuracy, the customer will have to pay the meter test charge if the meter test is accurate. This fee is what the District is charged for the test.

A charge of \$75.00 for service calls to a customer's property which are the customer's problems and not the District's problems. Example: Request by the customer to turn off the water at the meter, or a request by the customer to check for a leak on his side of the meter. A \$150.00 charge will be assessed for weekend or after hour calls.

A \$75.00 charge for damages will be billed to any customer who cuts or breaks the lock from a locked meter. Illegal use of water is a punishable offense under Article 31.04 of the Texas Penal Code. Employees may get help from the Sheriff's Department if needed to disconnect a Customer from water service.

Customers should notify the district at least 48 hours in advance of any planned digging around District water mains, so that the water lines can be located and marked. Customers damaging the District water lines while digging will be required to pay for the cost of repairs to the damaged lines. The District will assume the expense of the water loss.

TWO HOUSES ON ONE METER

The meter and/or connection is for the sole use of the customer and is to serve water to only one dwelling or only one business, and does not permit the extension of pipe or pipes to transfer water from one property to another, nor share, resell or sub-meter water to any other persons, dwelling, business, property, etc. (Exception: Mobil Home Parks) Customers thought to be in violation, will be contacted by letter and allowed 30 days to notify the District of their intentions. An additional 30 day period will be allowed to correct the situation. If not corrected at the end of the 60-day period, water service will be discontinued.

Customers may have a travel trailer or other temporary housing connected to his meter for period of not longer than 90 days. The District must be notified in advance of this connection. An additional \$50.00 Service Availability Charge, plus .5% User Fee Tax will be charged each month.

TEXAS DEPARTMENT OF HEALTH RULES

The Texas Department of Health rules prohibit outside connections, such as overhead or underground storage tanks, cisterns, ponds, or lakes, to be tied into water lines which are also used to carry water supplied by MacBee Special Utility District.

Sewer lines will not be allowed to cross over or under water lines unless the sewer lines are properly sealed.

Open sewer lines or septic tank systems must be at least 50 feet from the water lines.