

**P.O. Box 485
Wills Point, Texas 75169**

The following information is needed in order for the water service to be connected on your property to the South Tawakoni Water Supply Corporation water system.

1. Service Application & Agreement completed with applicable fees.
2. Right of Way Easement, signed by the landowner(s) in front of a notary.
3. Ownership papers (warranty deed, contract for deed, etc.), volume and page number where filed at the Van Zandt County courthouse.
4. Form # 2, Requests that Personal Information contained in our utility records not be released to unauthorized persons. (Optional)
5. Service is temporary until all compliance regarding the Customer Service Inspection has successfully been completed by an authorized Customer Service Inspector. This inspection is required on all new construction or remodels, by the TCEQ (Texas Commission on Environmental Quality) and is done once you have moved into your home. Names of qualified inspectors are available at the office.

All new water service is installed with a customer cut off valve outside the meter box on the customer's side of the meter. When transferring or re-installing a water meter service, a charge will be added to install a customer cut off valve, if one is not already installed. This will make it easier to turn the water off to your property in case you have a leak.

This will be a temporary meter until all items are returned to this office. If items above are not brought back in, the meter will be pulled for noncompliance.



Information Page

Mailing Address

South Tawakoni Water Supply Corp.
P.O. Box 485
Wills Point, Texas 75169-0485

Office Location

410 W. N. Commerce Street
Wills Point, Texas 75169

Office Hours

Monday – Friday
8:00 A.M. – 4:30 P.M.

Office Phone Number

903-873-2509

Fax Number

903-873-4872

DRIVE THRU WINDOW

Night drop on East side of building

Make sure you pull the drawer all the way down and place your envelope into the opening at the back of the drawer

Office Personnel

Richard Phillips – General Manager
Barbara Burns – Office Manager/Bkkp
Stacy Reid – Billing & Receivable Clerk

Field Personnel

Brian Burns – Plant Operator & Maintenance
Jessie Eskue – Plant Operator & Maintenance
Shane Tunnell – Plant Operator & Maintenance
Kenneth Roberts – Plant Operator & Maintenance

All water bills are mailed out on or before the 25th day of each month and are due by the 10th of the following month. The Corporation offers pay online thru our website at stwsc.com. Click Tab: Make a Payment online and follow as instructed. You can also pay by phone: Call our dedicated number 844-653-1231 and follow as instructed. You must know your account number and the amount of your bill. The Corporation does accept cash, check, or money orders.

Bank Drafts

Customers may set up a bank draft for their water bills at our office for their convenience. All customers drafts are drafted on the 5th day of each month unless the 5th falls on a weekend, then it will be drafted on the following Monday.

In accordance with Federal law and U. S. Department of Agriculture Policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability.

To file a complaint of discrimination, write USDA, director, Office of Civil Rights, 1400 Independence Avenue, S.W., Washington, D.C. 2050-9410, or call (800)795-3272 (voice), or (202)720-6382 (TDD).

South Tawakoni W.S.C. is an Equal Opportunity Employer

WATER RATES

South Tawakoni Water Supply Corporation MEMBERS/CUSTOMERS

The following is a schedule of rate and fee charges so that each stockholder will know the different rate and fees that South Tawakoni Water Supply Corporation charges to all of its customers or renters.

RATE CHANGE AS OF January 16, 2018, February WATER USAGE, March BILLING.

Household regular water meter 5/8 X 3/4 inch meter:

Minimum Monthly water bill \$36.00

0 to 8,000 gallons being \$3.50 per thousand or .35¢ per hundred gallons

8,001 to 12,000 gallons being \$4.50 per thousand or .45¢ per hundred gallons

12,001 and over being \$6.50 per thousand or .65¢ per hundred gallons

Base Rate for the following meter size:

5/8 x 3/4 inch meter Regular household meter Monthly base rate:	\$36.00
3/4 inch Meter	\$54.00
1 inch Meter	\$90.00
1½ inch Meter	\$180.00
2 inch Meter	\$288.00

*******Charge for Regular Household New Water Service*******

Price Change as of July 01, 2017

Price for 5/8 x 3/4 inch Meter

\$2745.00	Equity Buy In
\$150.00	Stock/Membership
\$600.00	Installation

If STWSC water main is across the road from your property, there is an additional charge.
\$550.00 County Road Boring Fee

Miscellaneous Fees:

Return Check Charge	\$30.00
Disconnect/Reconnect Fee	\$35.00
Late Payment Fee	\$10.00
Owner/Notification Fee	\$5.00 to notify member that renter/lessee is delinquent on a/c before disconnection
Meter Test Fee	\$45.00
Service Trip Charge	\$35.00
Easement Filing Fee	\$26.00 1 st page \$4.00 each page thereafter
Membership Certificate Duplicate	\$10.00
Non-Disclosure Fee	\$1.00
Transfer Fee	\$30.00
Customer Cut Off	\$142.39

Other Fees: All services outside the normal scope of utility operations which the Corporation may be compelled to provide at the request of a customer or member will be charged to the recipient based on the cost of providing such service.

MEMBERS OF STWSC ARE URGED TO INSTALL A CUT OFF VALVE ON YOUR SIDE OF THE METER.

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South Tawakoni WATER SUPPLY CORP.
P.O. Box 485, (410 W. N. Commerce St.)
Wills Point, Texas 75169
SERVICE APPLICATION AND AGREEMENT

<u>CORPORATION USE ONLY</u>	
Date Approved:	_____
Service Classification:	_____
Cost:	_____
Work Order Number:	_____
Eng. Update:	_____
Account Number:	_____
Service Inspection Date:	_____

Please Print: DATE _____

APPLICANT'S NAME _____

CO-APPLICANT'S NAME _____

CURRENT BILLING ADDRESS:

FUTURE BILLING ADDRESS:

PHONE NUMBER – Home # (____) _____ - _____ Work # (____) _____ - _____ Cell # (____) _____ - _____

PROOF OF OWNERSHIP PROVIDED BY _____

DRIVER'S LICENSE NUMBER OF APPLICANT _____

LEGAL DESCRIPTION OF PROPERTY (Include name of road, subdivision with lot and block number)

PREVIOUS OWNER'S NAME AND ADDRESS (if transferring Membership)

ACREAGE _____

HOUSEHOLD SIZE _____ Sq Feet

NUMBER IN FAMILY _____

LIVESTOCK & NUMBER _____

SPECIAL SERVICE NEEDS OF APPLICANT _____

NOTE: FORM MUST BE COMPLETED BY APPLICANT ONLY. A MAP OF SERVICE LOCATION REQUEST MUST BE ATTACHED.

The following information is requested by the Federal Government in order to monitor compliance with Federal laws prohibiting discrimination against applicants seeking to participate in this program. You are not required to furnish this information, but are encouraged to do so. This information will not be used in evaluating your application or to discriminate against you in any way. However, if you choose not to furnish it, we are required to note the race/national origin of individual applicants on the basis of visual observation or surname.						
<input type="checkbox"/> White, Not of Hispanic Origin	<input type="checkbox"/> Black, Not of Hispanic Origin	<input type="checkbox"/> American Indian or Alaskan Native	<input type="checkbox"/> Hispanic	<input type="checkbox"/> Asian or Pacific Islander	<input type="checkbox"/> Other (Specify)	<input type="checkbox"/> Male <input type="checkbox"/> Female

AGREEMENT made this _____ day of _____, _____, between South Tawakoni Water Supply Corporation, a corporation organized under the laws of the State of Texas (hereinafter called the Corporation) and _____ (hereinafter called the Applicant and/or Member),

Witnesseth:

The Corporation shall sell and deliver water service to the Applicant and the Applicant shall purchase, receive, and/or reserve service from the Corporation in accordance with the bylaws and tariff of the Corporation as amended from time to time by the Board of Directors of the Corporation. Upon compliance with said policies, including payment of a Membership Fee, the Applicant qualifies for Membership as a new applicant or continued Membership as a transferee and thereby may hereinafter be called a Member.

The Member shall pay the Corporation for service hereunder as determined by the Corporation's tariff and upon the terms and conditions set forth therein. A copy of this agreement shall be executed before service may be provided to the Applicant.

The Board of Directors shall have the authority to discontinue service and cancel the Membership of any Member not complying with any policy or not paying any utility fees or charges as required by the Corporation's published rates, fees, and conditions of service. At any time service is discontinued, terminated or suspended, the Corporation shall not re-establish service unless it has a current, signed copy of this agreement.

If this agreement is completed for the purpose of assigning utility service as a part of a rural domestic water system loan project contemplated with the Rural Development, an Applicant shall pay an Indication of Interest Fee in lieu of a Membership Fee for the purposes of determining:

- a. The number of taps to be considered in the design and
- b. The number of potential ratepayers considered in determining the financial feasibility of constructing
 - 1) a new water system or
 - 2) expanding the facilities of an existing water system

The Applicant hereby agrees to obtain, utilize, and/or reserve service as soon as it is available. Applicant, upon qualification for service under the terms of the Corporation's policies, shall further qualify as a Member and the Indication of Interest Fee shall then be converted by the Corporation to a Membership Fee. Applicant further agrees to pay, upon becoming a Member, the monthly charges for such service as prescribed in the Corporation's tariff. Any breach of this agreement shall give cause for the Corporation to liquidate, as damages, the fees previously paid as an indication of interest. In addition to any Indication of Interest Fees forfeited, the Corporation may assess a lump sum of \$300.00 as liquidated damages to defray any losses incurred by the Corporation. If delivery of service to said location is deemed infeasible by the Corporation as a part of this project, the Applicant shall be denied Membership in the Corporation and the Indication of Interest Fee, less expenses, shall be refunded. The Applicant may re-apply for service at a later date under the terms and conditions of the Corporation's policies. For the purposes of this agreement, an Indication of Interest Fee shall be of an amount equal to the Corporation's Membership Fees.

All water shall be metered by meters to be furnished and installed by the Corporation. The water meter connection is for the sole use of the Member or customer and is to provide service to only one (1) dwelling or one (1) business. Extension of pipe(s) to transfer utility service from one property to another, to share, resell, or submeter water to any other persons, dwellings, businesses, or property, etc., is prohibited.

The Corporation shall have the right to locate a water service meter and the pipe necessary to connect the meter on the Member's property at a point to be chosen by the Corporation, and shall have access to its property and equipment located upon Member's premises at all reasonable and necessary times for any purpose connected with or in the furtherance of its business operations, and upon discontinuance of service the Corporation shall have the right to remove any of its equipment from the Member's property. The Member shall install, at their own expense, any necessary service lines from the Corporation's facilities and equipment to the point of use, including any customer service isolation valves, backflow prevention devices, clean-outs, and other equipment as may be specified by the Corporation. The Corporation shall also have access to the Member's property for the purpose of inspecting for possible cross-connections, potential contamination hazards, illegal lead materials, and any other violations or possible violations of state and federal statutes and regulations relating to the federal Safe Drinking Water Act or Chapter 341 of the Texas Health & Safety Code and/or the corporation's tariff and service policies.

The Corporation is responsible for protecting the drinking water supply from contamination or pollution which could result from improper practices. This service agreement serves as notice to each customer of the restrictions which are in place to provide this protection. The Corporation shall enforce these restrictions to ensure the public health and welfare. The following undesirable practices are prohibited by state regulations:

- a. No direct connection between the public drinking water supply and a potential source of contamination is permitted. Potential sources of contamination shall be isolated from the public water system by an airgap or an appropriate backflow prevention assembly in accordance with state regulations.
- b. No cross-connection between the public drinking water supply and a private water system is permitted. These potential threats to the public drinking water supply shall be eliminated at the service connection by the proper installation of an airgap or a reduced pressure-zone backflow prevention assembly and a service agreement must exist for annual inspection and testing by a certified backflow prevention device tester.

- c. No connection which allows condensing, cooling, or industrial process water to be returned to the public drinking water supply is permitted.
- d. No pipe or pipe fitting which contains more than 8.0 % lead may be used for the installation or repair of plumbing on or after July 1, 1988, at any connection which provides water for human consumption.
- e. No solder or flux which contains more than 0.2 % lead may be used for the installation or repair of plumbing on or after July 1, 1988, at any connection which provides water for human consumption.

The Corporation shall maintain a copy of this agreement as long as the Member and/or premises is connected to the public water system. The Member shall allow their property to be inspected for possible cross-connections, potential contamination hazards, and illegal lead materials. These inspections shall be conducted by the Corporation or its designated agent prior to initiating service and periodically thereafter. The inspections shall be conducted during the Corporation's normal business hours.

The Corporation shall notify the Member in writing of any cross-connections or other undesirable practices which have been identified during the initial or subsequent inspection. The Member shall immediately correct any undesirable practice on their premises. The Member shall, at their expense, properly install, test, and maintain any backflow prevention device required by the Corporation. Copies of all testing and maintenance records shall be provided to the Corporation as required. Failure to comply with the terms of this service agreement shall cause the Corporation to either terminate service or properly install, test, and maintain an appropriate backflow prevention device at the service connection. Any expenses associated with the enforcement of this agreement shall be billed to the Member.

In the event the total water supply is insufficient to meet all of the Members, or in the event there is a shortage of water, the Corporation may initiate the Emergency Rationing Program as specified in the Corporation's Tariff. By execution of this agreement, the Applicant hereby shall comply with the terms of said program.

By execution hereof, the Applicant shall hold the Corporation harmless from any and all claims for damages caused by service interruptions due to waterline breaks by utility or like contractors, tampering by other Member/users of the Corporation, normal failures of the system, or other events beyond the Corporation's control.

The Applicant shall grant to the Corporation permanent recorded easement(s) dedicated to the Corporation for the purpose of providing reasonable rights of access and use to allow the Corporation to construct, maintain, replace, upgrade, parallel, inspect, test and operate any facilities necessary to serve that Applicant as well as the Corporation's purposes in providing system wide service for existing or future members.

By execution hereof, the Applicant shall guarantee payment of all other rates, fees, and charges due on any account for which said Applicant owns a Membership. Said guarantee shall pledge any and all Membership Fees against any balance due the Corporation. Liquidation of said Membership Fees shall give rise to discontinuance of service under the terms and conditions of the Corporation's tariff.

By execution hereof, the Applicant agrees that non-compliance with the terms of this agreement by said Applicant shall constitute denial or discontinuance of service until such time as the violation is corrected to the satisfaction of the Corporation.

Any misrepresentation of the facts by the Applicant on any of the five pages of this agreement shall result in discontinuance of service pursuant to the terms and conditions of the Corporation's tariff.

Witnesseth

Applicant Member

Approved and Accepted

Date Approved

I or we have received a copy of the South Tawakoni Water Supply Corporation's Rate and Fee Schedule sheet.

Signature

Date

SOUTH TAWAKONI WATER SUPPLY CORPORATION

LOCATION SKETCH

Please make a sketch of the property with roads, buildings, fences, and the proposed meter location to further identify the area.

**YOU CAN NOW REQUEST THAT PERSONAL INFORMATION
CONTAINED IN OUR UTILITY RECORDS
NOT BE RELEASED TO UNAUTHORIZED PERSONS**

The Texas Legislature has enacted a bill, which was effective September 1, 1993, allowing publicly-owned utilities to give their customers the option of making the customer's address, telephone number, account records, and social security number confidential. {TX Utility Code Confidential, Subchapter B. 182.052 (a)}

IS THERE A CHARGE FOR THIS SERVICE?

Yes. There is a one-time charge of \$1.00 to cover the cost of postage and implementation which must be paid at the time of request.

HOW CAN YOU REQUEST THIS?

Simply complete the form at the bottom of this page and return it with your check or money order for \$1.00 to:

**South Tawakoni Water Supply Corp.
P.O. Box 485
Wills Point, Texas 75169**

Your response is not necessary if you do not want this service.

WE MUST STILL PROVIDE THIS INFORMATION UNDER LAW TO CERTAIN PERSONS.

We must still provide this information to (1) an official or employee of the state or a political subdivision of the state, or the federal government acting in an official capacity; (2) an employee of a utility acting in connection with the employee's duties; (3) a consumer reporting agency; (4) a contractor or subcontractor approved by and providing services to the utility or to the state, a political subdivision of the state, the federal government, or an agency of the state or federal government; (5) a person for whom the customer has contractually waived confidentiality for personal information; or (6) another entity that provides water, wastewater, sewer, gas, garbage, electricity, or drainage service for compensation.

Detach and Return This Section

Yes, I want you to make my personal information (address, telephone number, and social security number) confidential. I have enclosed my payment of \$1.00 for this service.

Name of Account Holder

Account Number

Address

Area Code/Telephone Number

City, State, Zip Code

Signature