

South Tawakoni Water Supply Corporation
410 W North Commerce Street
Wills Point, Texas 75169-2506
903-873-2509
Website: stwsc.com
Email: stwsc@yahoo.com

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, warranty deed with vendor's lien, or other recordable documentation of title to the real estate designated to receive service), volume and page number or document number where filed at the Van Zandt County courthouse.
4. Current/Valid Identification.
5. Customer Service Inspection. Service is temporary until all compliance regarding the Customer Service Inspection has successfully been completed by an authorized Customer Service Inspector.

All new water service is installed with a customer cut off valve inside 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, and in working order. 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.

A copy of South Tawakoni Water Supply Corporation's tariff is available online or a copy can be purchased at the office.

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 Water Supply Corporation is an Equal Opportunity Program.

Information Page

Office Hours
Monday-Friday
8:00 A.M. – 4:30 P.M.

Drive Thru Window available during office hours.

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 Personal

Kenneth Roberts – General Manager
Stacey Hawkins – Office Manager/Bookkeeper
Stacy Reid – Billing & Receivable Clerk

Field Personnel

Jessie Eskue – Operations & Maintenance
Jeremy Taylor – Operations & Maintenance
Aaron Neely – Operations & Maintenance
Ryan Alcalan – Operations and 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 web site at stwsc.com. Click Tab: Make A Payment Online and follow as instructed. You may use Debit/ Credit Card or E-Check. If you use a debit/credit card or E-Check fees will be applied. You can also pay by phone by calling our dedicated Number 888-479-1933 and follow the instructions. You must know your account number and the amount of your bill. The Corporation does accept cash, checks, or money orders in the office.

Bank Draft

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

**South Tawakoni Water Supply Corporation
Service Fees and Water Rates**

The following is a schedule of rate and fee charges so that each member 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 April 17, 2024 for May 18 – June 18, 2024 water usage, June 2024 billing.

5/8 X ¾ inch meter (regular household):

Minimum Monthly water bill \$42.00

0 to 2,000 gallons being \$3.50 per thousand or .35¢ per hundred gallons

2,001 to 6,000 gallons being \$5.00 per thousand or .50¢ per hundred gallons

6,001 – 10,000 gallons being \$6.00 per thousand or .60¢ per hundred gallons

10,001 – 20,000 gallons being \$7.50 per thousand or .75¢ per hundred gallons

20,001 – 40,000 gallons being \$8.50 per thousand or .85¢ per hundred gallons

40,001 and over being \$9.50 per thousand or .95¢ per hundred gallons

Base Rate for the following meter size:

5/8 X ¾ inch meter (regular household)

¾ inch Meter

1 inch Meter

1 ½ inch Meter

2 inch Meter

Current

\$ 39.00

\$ 59.00

\$ 98.00

\$195.00

\$312.00

May 18, 2024

\$ 42.00

\$ 63.00

\$105.00

\$210.00

\$336.00

Price Change as of April 17, 2024

5/8 x ¾ Regular Household Meter

(Subject to change without notice.)

New Meter Installation	Cost	Meter Reset	Cost	Meter Reset with Customer Cut-Off	Cost
Equity Buy-In	\$3,294.00	Membership	\$200.00	Membership	\$200.00
Membership	\$ 200.00	Installation	\$400.00	Installation	\$515.00
Installation	\$1,045.00	ROW Easement*	\$ 29.00	ROW Easement*	\$ 29.00
ROW Easement*	\$ 29.00				
<small>*2 pages, \$4.00 each additional page.</small>					
Total	\$4,568.00	Total	\$629.00	Total	\$744.00

Plus Road Bore if water main is across the road:

County Road \$650.00

State Highway/FM Road cost determined per job

Service	Fee (Subject to change without notice.)
Copy of Tariff	\$15.00 (You may go to stwsc.com to view or print the Tariff.)
Customer Cut-Off (Required for all meters.)	\$260.00
Customer Service Inspection (CSI)	\$75.00
Disconnect/Reconnect	\$60.00
Late Payment	\$20.00
Meter Test Fee	\$100.00
Returned Payment	\$50.00
Service Trip	\$60.00
Transfer	\$30.00

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.

**SOUTH TAWAKONI
WATER SUPPLY CORPORATION**

SERVICE APPLICATION AND AGREEMENT

CORPORATION USE ONLY	
Date Approved:	_____
Service Classification:	_____
Cost:	_____
Work Order Number:	_____
Eng. Update:	_____
Membership Number:	_____
Account Number:	_____
Service Inspection Date:	_____

Please Print: DATE _____

APPLICANT'S NAME _____ EMAIL _____

CO APPLICANT'S NAME _____ EMAIL _____

CURRENT BILLING ADDRESS:

FUTURE BILLING ADDRESS:

PHONE NUMBER Home (_____) _____ - _____

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)

PROPERTY SIZE/ACREAGE _____ SQUARE FOOTAGE OF RESIDENCE/STRUCTURE _____

NUMBER IN FAMILY _____ LIVESTOCK & NUMBER _____

SPECIAL SERVICE NEEDS OF APPLICANT _____

DO YOU AGREE TO RECEIVE ALERTS BY EMAIL AND/OR TEXT (Check only one): YES NO

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.

Ethnicity: Hispanic or Latino
 Not of Hispanic or Latino

Race: White Black or African American American Indian/Alaska Native
 Asian Native Hawaiian or Other Pacific Islander

Gender: Male 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. The Applicant may request a copy of the Corporation's tariff. 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 and the member/applicant has complied with all terms and conditions that caused the service discontinuance/termination.

If this agreement is completed for the purpose of assigning utility service as a part of a rural domestic water and/or wastewater 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 meter 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 agrees to allow members in good standing to share water usage with a visitor on their property with a recreation vehicle (RV) or travel trailer for a period of no longer than three months. If the recreation vehicle/travel trailer is being used for a permanent residence, the Applicant is required to secure an additional membership, and to have a separate meter installed. Only RVs and travel trailers will be considered for visitor use. At no time will guest houses, bunk houses, tiny houses, Air B&Bs, garage/barn apartments, barndominiums, mobile homes (that are not the main residence), mother-in-law suites, pool houses, etc. be considered for visitor use.

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](#) or and the corporation's tariff and service policies. The Corporation may contact Applicant in the event of an emergency.

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 0.25% lead may be used for the installation or repair of any public water supply.

e. No solder or flux which contains more than 0.2 % lead may be used for the installation or repair plumbing of any plumbing in a residential or nonresidential facility providing water for human consumption and connected to a public drinking water supply system.

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 Certificate. 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 noncompliance 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 four pages of this agreement shall result in discontinuance of service pursuant to the terms and conditions of the Corporation's tariff.

I (we) have received a copy of South Tawakoni Water Supply Corporation's Rate and Fee Schedule.

Witnesseth

Applicant Member – Signature Date

Co-Applicant Member – Signature Date

Approved and Accepted

Date Approved

Location Sketch

Please make a sketch of the property with roads, buildings, fences, and the proposed meter location to further identify the area. Or provide a copy of your Survey Map.