

WEST GREGG SPECIAL UTILITY DISTRICT
P.O. BOX 1196
KILGORE, TX. 75663
903-983-1816, FAX 903-984-0707
www.westgreggsud.com

WELCOME!

Like any other business, certain regulations and policies are necessary for the successful operation of this system:

1. The charge for new meter installation is as follows:

\$100.00 – Deposit – Refundable
\$1,410.00 – Tap Fee; Parts & Labor to install meter; Non-refundable
\$490.00 – System Development Fee; non-refundable
\$2,000.00 – TOTAL FOR NEW METER INSTALLATION

The Customer will be responsible for Filing the Right-Of -Way Easement at the County Clerks office in which County the land is located. The Easement will need to be returned to the West Gregg office before the meter will be set or unlocked.

The charge to transfer a meter is as follows:

\$100.00 – Deposit – Refundable
\$ 25.00 – Transfer fee- Non-refundable
\$ 45.00 – Unlock fee (if locked)
\$170.00 – TOTAL TO TRANSFER A METER

2. The minimum rate is \$21.50. The following is a graduating scale of water charges:
 - \$3.50 for 0-2,000 (Per Thousand)
 - \$3.90 for 2,001-6,000 (Per Thousand)
 - \$4.30 for 6,001-10,000 (Per Thousand)
 - \$4.90 for 10,001-20,000 (Per Thousand)
 - \$5.50 for 20,001 and up (Per Thousand)
3. If the meter is locked or removed for non-payment, or any other reason, the monthly minimum is still due as long as a deposit is held.
4. Meters are read monthly between the 15th and 22nd and the bills are sent at the end of the month. If your payment is not in the office by 4:00 PM on the 15th, or is postmarked later than the 15th of the month, it is considered late. If not paid by disconnect date, the meter will be locked. Meter are locked or pulled only on days that are followed by regular West Gregg SUD working days.
5. When a meter is disconnected for non-payment of account, there will be a charge of **\$45.00** in addition to a **\$12.50** late fee and all the past due bill.
6. Payments by US Postal Service that are postmarked by the 15th of the month are not considered late and any late charges will be removed. West Gregg SUD is not responsible for any non-delivery or late delivery of water bills or payments. If you do not receive your bill around the 1st of the month, call the office for account information. A bank draft service, online bill pay and a night drop are provided by the district for your convenience. All bills are to be paid by

the 15th of the month. A check or money order should be used when paying by mail. If you have an address changes, it is your responsibility to contact the office.

7. Questionable bills will be coordinated by SUD employees. If satisfaction is unobtainable through the staff, personal appearance before the Board of Directors will be permitted.
8. Only one family/home may use water from each meter. If more than one family/home is tied onto one meter, they will be subject to a fine and/or forfeiture of deposit and disconnection of service..
9. There must not be any cross connections! Your well and our system must not be connected.
10. No one is to tamper with the meter, turning it on or off, without authorization from the management of the system. The meter is the property of the District. The District will install a valve between the meter and the house in case of leaks. After installation, the valve will be the responsibility of the customer. Water passing through the meter will be billed to the customer, regardless of leaks, theft, absence, etc.
11. The owner of the deposit is responsible for water used. We will send the bill to the renter but the owner will be responsible if the renter does not pay.
12. Meters are the property of the SUD and are only to be locked or removed by the SUD. The following is a list of possible reasons for meter locking or removal, not - limiting:
 1. Customer request.
 2. Delinquent bill.
 3. Multiple residences using service.
 4. Public health hazard
 5. Violation of any federal, state, local, or other agency having jurisdiction.
 6. Meter tampering.
 7. Willful destruction of SUD property.
 8. Less than reasonable use of the service which causes inadequate service to other customers?
13. We ask your cooperation in maintaining a good system. Please check with the office or call (903)983-1816 BEFORE you build fences, dig post holes, or grade with large equipment, etc. We will mark the water lines. Help us to avoid costly repairs and loss of water. This is your system.
14. Call (903) 983-1816 for any problems. If it is billing or new service request, the office is open 8 am to 4 pm, Monday through Friday. If there is a break or water outage, please call (903) 983-1816 as soon as possible.
15. The above policies will help you understand how we operate the West Gregg Special Utility District. They are not meant to cover every set of circumstances and are subject to change.
16. **WARNING! WARNING! West Gregg SUD Cross Connection Policy Requires:** Hose-bib vacuum breakers are to be installed on all outside hose bibs (faucets) on new houses. If the plumber does not install them during construction, the District shall provide them and the customer will be billed \$10 per installation. Backflow prevention devices such as hose-bib vacuum breakers or dual check valves will be installed on all new homes when inspected as a safeguard of the water system. However, this does not eliminate the customers' obligation to prevent any possible cross connection that could create a potential health hazard and result in

water service disconnection. **CAUTION:** When a check valve or backflow prevention device is installed, a "closed system" may occur and the customer is responsible to be sure a pressure relief valve is installed and functioning properly or an expansion tank is installed on all hot water heaters.

For any questions regarding this notice please contact our office.

Thank you, West Gregg SUD

Sign up for alerts at www.westgreggsud.com

This is where we notify our customers of outages, boil water notices, repairs, etc. The alert system is system wide and not area specific.

Payment Options:

In Office: Cash, Check, Money Order and Debit/Credit Card (fee of up to 3.99% applies)

ACH Draft Payment is also available at no charge. We draft payments between the 4th -7th of each month using your bank routing number and accounting number.

By Phone: Call our PayStar payment line at 903-522-5249 (you will need your account number)

Online: www.westgreggsud.com PayStar (Fees Apply)

Automatic Payment Option Available Online

After Hours Emergency

For after hours emergencies, call our office at 903-983-1816.

Please note that if you call our operators out after hours and it is found that the issue is customer responsibility, a \$70 trip fee will be charged.



One Meter per Residence Requirements

It is important for water customers to receive a continuous and adequate supply of water. It is equally important for retail public utilities to have adequate measures in place to help ensure that each water customer receives an adequate supply of water that is protected from contamination from external sources. To help achieve this, rules have been written for the protection of both the customer and the utilities that call for one meter per residence or per commercial connection. The following are excerpts from TCEQ rules. The numbers and letters in brackets indicate where these rules can be found in the Texas Administrative Code (30 TAC).

These rules apply to public water utilities:

One meter is required for each residential, commercial, or industrial service connection. An apartment building or mobile home park may be considered by the utility to be a single commercial facility for the purpose of these sections. The executive director may grant an exception to the individual meter requirement if the plumbing of an existing multiple use or multiple occupant building would prohibit the installation of individual meters at a reasonable cost or would result in unreasonable disruption of

the customary use of the property. [291.89(a)(4)]

Use of meter. All charges for water service shall be based on meter measurements, except where otherwise authorized in the utility's approved tariff. [291.89(a)(1)]

These rules apply to retail public utilities and public water systems:

Each community public water system shall provide accurate metering devices at each service connection for the accumulation of water usage data. [290.44(d)(4)]

Connection - A single family residential unit or each commercial or industrial establishment to which drinking water is supplied from the system. [290.38]

Questions? Contact the Consumer

Assistance group, Water Supply Division, at 512-239-4691 (*fax*, 512-239-6145) or by mail at this address:

Consumer Assistance MC 153
TCEQ
PO Box 13087
Austin TX 78711-3087



Requisito de “Un Medidor por Residencia”

Es importante para los usuarios de agua recibir un suministro continuo y adecuado de agua. Es igual de importante para los servicios públicos de agua tener establecido medidas adecuadas para asegurar que cada usuario reciba un suministro adecuado de agua protegida contra la contaminación por fuentes externas. Para ayudar a realizar esto, se han escrito normas para la protección de los usuarios y de los servicios públicos de agua. Estas normas exigen que haya un medidor por cada residencia o por cada conexión comercial. Los siguientes son extractos de las normas de la Comisión de Calidad Ambiental de Texas [TCEQ, por el nombre en inglés]. Los números y letras entre paréntesis indican dónde se encuentran estas normas en el Texas Administrative Code (30 TAC; en español, Código Administrativo de Texas).

Estas normas aplican a los servicios públicos de agua:

Se requiere un medidor para cada conexión de servicio residencial, comercial, o industrial. Un edificio de departamentos o un parque de casas móviles se pueden considerar como un solo local comercial para el propósito de estas secciones. El director general puede otorgar una excepción a este requisito de medidores individuales si la plomería de un edificio de uso múltiple o de varios ocupantes prohibiera la instalación de medidores individuales a un costo razonable, o si resultara en una

interrupción poco razonable del uso normal de la propiedad. [291.89(a)(4)]

Uso del medidor. Todos los cargos de servicio de agua deben basarse en las indicaciones del medidor, excepto cuando se autorice de otra manera en la tarifa aprobada para el servicio público de agua. [291.89(a)(1)]

Estas normas aplican a servicios y sistemas públicos para el suministro de agua:

Cada sistema público de agua debe proveer medidores de agua de precisión en cada conexión de servicio, para la acumulación de datos sobre el consumo de agua. [290.44(d)(4)]

Conexión - Una residencia de una sola familia o un solo establecimiento comercial o industrial que recibe agua potable del sistema de agua. [290.38]

¿Preguntas? Comuníquese con nuestro grupo de Asistencia al Consumidor (Consumer Assistance), de la División de Suministro de Agua (Water Supply Division), al 512-239-4691 (fax, 512-239-6145) o, por escrito, a esta dirección:
Consumer Assistance MC 153
TCEQ
PO Box 13087
Austin TX 78711-3087

West Gregg Special Utility District
P.O. Box 1196
Kilgore, TX 75663
903-983-1816 Fax 903-984-0707

INSPECTIONS

- Inspections are done Monday – Friday, 8 am – 4 pm
- Inspections require at least a 24 hour notice
- A hose bib vacuum breaker is required on each exterior faucet
- Each exterior faucet must indicate that it does not contain lead
- We may require access to the interior of your home to look at the water heater
- If an additional inspection trip is required, an additional \$30 inspection fee will be charged.

What Our Inspectors Will Be Looking For

- No direct or indirect connection between the public drinking water supply and a potential source of contamination exists. Potential sources of contamination are isolated from the public water system by an air gap or an appropriate backflow prevention assembly in accordance with Commission regulations.
-
- No cross-connection between the public drinking water supply and a private water system exists. Where an actual air gap is not maintained between the public water supply and a private water supply, an approved reduced pressure principle backflow prevention assembly is properly installed.
- No connection exists which would allow the return of water used for condensing, cooling or industrial processes back to the public water supply.
- No pipe or pipe fitting which contains more than 8.0% lead exists in private water distribution facilities installed on or after July 1, 1988 and prior to January 4, 2014.
- Plumbing installed on or after January 4, 2014 bears the expected labeling indicating $\leq 0.25\%$ lead content. If not properly labeled, please provide written comment.
- No solder or flux which contains more than 0.2% lead exists in private water distribution facilities installed on or after July 1, 1988.

I have read the information printed on this sheet and accept the requirements and stipulations therein.

Signature

Date

Texas Administrative Code

<u>TITLE 30</u>	ENVIRONMENTAL QUALITY
<u>PART 1</u>	TEXAS COMMISSION ON ENVIRONMENTAL QUALITY
<u>CHAPTER 344</u>	LANDSCAPE IRRIGATION
<u>SUBCHAPTER E</u>	BACKFLOW PREVENTION AND CROSS-CONNECTIONS
RULE §344.50	Backflow Prevention Methods

344.50(a) Any irrigation system that is connected to a public or private potable water supply must be connected through a commission-approved backflow prevention method. The backflow prevention device must be approved by the American Society of Sanitary Engineers; or the Foundation for Cross-Connection Control and Hydraulic Research, University of Southern California; or the Uniform Plumbing Code; or any other laboratory that has equivalent capabilities for both the laboratory and field evaluation of backflow prevention assemblies. The backflow prevention device must be installed in accordance with the laboratory approval standards or if the approval does not include specific installation information, the manufacturer's current published recommendations.

344.51 (a) Before any chemical is added to an irrigation system connected to any potable water supply, the irrigation system must be connected through a reduced pressure principle backflow prevention assembly or air gap.

(b) Connection of more than one water source to an irrigation system presents the potential for contamination of the potable water supply if backflow occurs. Therefore, connection of any additional water source to an irrigation system that is connected to the potable water supply can only be done if the irrigation system is connected to the potable water supply through a reduced-pressure principle backflow prevention assembly or an air gap.

(c) Irrigation system components with chemical additives induced by aspiration, injection, or emission system connected to any potable water supply must be connected through a reduced pressure principle backflow device.

(d) If an irrigation system is designed or installed on a property that is served by an on-site sewage facility, as defined in Chapter 285 of this title (relating to On-Site Sewage Facilities), then:

(1) all irrigation piping and valves must meet the separation distances from the On-Site Sewage Facilities system as required for a private water line in §285.91(10) of this title (relating to Minimum Required Separation Distances for On-Site Sewage Facilities);

(2) any connections using a private or public potable water source must be connected to the water source through a reduced pressure principle backflow prevention assembly as defined in §344.50 of this title (relating to Backflow Prevention Methods); and

(3) any water from the irrigation system that is applied to the surface of the area utilized by the On-Site Sewage Facility system must be controlled on a separate irrigation zone or zones so as to allow complete control of any irrigation to that area so that there will not be excess water that would prevent the On-Site Sewage Facilities system from operating effectively.

344.52(a) If an irrigation system is connected to a potable water supply and requires major maintenance, alteration, repair, or service, the system must be connected to the potable water supply through an approved, properly installed backflow prevention method as defined in this title before any major maintenance, alteration, repair, or service is performed.

WEST GREGG SPECIAL UTILITY DISTRICT
SERVICE APPLICATION AND AGREEMENT

Please Print:

Date: _____

Applicants Name: _____

Co-Applicant's Name: _____

Current Billing Address:

Future Billing Address:

Phone Number –Home: () - - Cell or Work: () - -

Driver's License Number: _____

Address at which applicant requests Service: _____

Acreage: _____ Household Size: _____

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 District shall sell and deliver water and/or wastewater service to the Applicant and the Applicant shall purchase, receive, and/or reserve service from the district in accordance with the Service Policies of the District, as amended from time to time by the Board of Directors of the District. Upon compliance with said Policies, including payment of a deposit, the Applicant shall become eligible to receive service.

The Applicant shall pay the District for service hereunder as determined by the District's Service Policies and upon the terms and conditions set forth therein, a copy of which has been provided as an information packet, for which Applicant acknowledges receipt hereof by execution of this Agreement. A copy of Agreement shall be executed before service may be provided to the Applicant.

The Board of Directors shall have the authority to discontinue, terminate or suspend the service to any customer not complying with any policy or not paying any utility rates, fees or charges as required by the Districts' published Service Policies. At any time service is discontinued, terminated or suspended, the District shall not re-establish service unless it has a current, signed copy of this agreement.

All water shall be metered by meters to be furnished and installed by the District. The meter and/or wastewater connection is for the sole use of the 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 sub meter water to any other persons, dwellings, businesses, or property, etc., is prohibited.

The District shall have the right to locate a water service meter and the pipe necessary connect the meter on the Applicant's property at a point to be chosen by the District, and shall have access to its meter and equipment located upon applicant'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 District shall have the right to remove any of its equipment from the Applicant's property. The Applicant shall install, at their own expense, any necessary service lines from the District's facilities and equipment to the point of applicant's use, including any customer service isolation valves, backflow prevention devices, pressure regulators, clean-outs, and other equipment as may be specified by the District. The district shall also have access to the Applicant'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 the District's Service Policies.

The District 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 District 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 air gap 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 air gap 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 plumbing on or after July 1, 1988, at any connection which provides water for human consumption.

The district shall maintain a copy of this agreement as long as the Applicant and/or premises are connected to the public water system. The Applicant 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 District or its designated agent prior to initiating service and periodically thereafter. The inspections shall be conducted during the District's normal business hours, except in emergencies.

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

In the event the total water supply is insufficient to meet the service needs of all of the District's customers, or in the event there is a shortage of water, the district may initiate the Emergency Rationing Program as specified in the District's Service Policies. By execution of the Agreement, the Applicant hereby agrees to comply with the terms of said program.

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

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

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

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 District's Service Policies.

I understand that my service is temporary pending right-of-way easement verification. If a right-of-way easement is not filed within the allotted time given, my water service will be disconnected until one is provided.

Applicant

Co-Applicant

Date

Date

**West Gregg SUD
P.O. Box 1196
Kilgore, TX. 75663
903-983-1816, Fax 903-984-0707**

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

The Texas Legislature enacted a bill, effective September 1, 1993, allowing public-owned utilities to give their customers the option of making the customer's address, telephone number, and social security number confidential.

HOW CAN YOU REQUEST THIS?

Simply complete the form at the bottom of this page and return it to:

West Gregg SUD
P.O. Box 1196
Kilgore, TX. 75663

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, 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.

Name of Account Holder

Account Number

Address

Area Code/Telephone Number

City, State, Zip Code

Signature