

TARIFF MANUAL
Cedar Oak Mesa
Water Supply Corporation

(A Non-Profit Water Supply Corporation)
Amended August 4, 2023



PWS ID# 1050031 – Hays County, Texas

A handwritten signature in blue ink, appearing to read "Dan Meyers".

Dan Meyers, President

A handwritten signature in blue ink, appearing to read "Ben Enyart".

Ben Enyart, Secretary

COM Water Service Corporation
Post Office Box 2635
508 High Mesa Drive
Wimberley, TX 78676

Important Notice

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COMWSC Board President, COMWSC Admin, COMWSC Plant Manager, COMWSC
Asst Plant Manager, Operators, Board Members

TARIFF MANUAL
Cedar Oak Mesa
Water Supply Corporation

SUMMARY OF CHANGES/AMENDMENTS

Page 2. Changes to Rates Section 1.01

WATER UTILITY TARIFF
FOR

Cedar Oak Mesa WSC
(Utility Name)

P.O. Box 2635
(Business Address)

Wimberley, Texas, 78676
(City, State, Zip Code)

512-847-5947
(Area Code/Telephone)

This tariff is effective for utility operations under the following Certificate(s) of Convenience and Necessity:

11449

This tariff is effective in the following county.

Hays

This tariff is effective in the following subdivisions or systems:

Cedar Oak Mesa

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SECTION 1.0 – RATE SCHEDULE

Section 1.01- Rates

RESIDENTIAL (Rate Code #1)

METER SIZE

MONTHLY BASE RATE

5/8" or 3/4"

\$40.00 (Zero Gallons)

WATER USAGE

GALLONAGE CHARGE - RATE/KGAL

Monthly Consumption in Gallons

Monthly \$ Rate for Each 1,000 Gallons Used

Zero - 2,000 gallons	\$2.00
2,001 - 4,000 gallons	\$4.00
4,001 - 6,000 gallons	\$6.00
6,001 - 10,000 gallons	\$12.00
10,001 - 15,000 gallons	\$20.00
15,001 – 20,000 gallons	\$40.00
20,001 – 30,000 gallons	\$80.00
30,001 and over	\$120.00

COMMUNITY SWIMMING POOL (Rate Code #8)

METER SIZE

MONTHLY BASE RATE

5/8" or 3/4"

\$18.00 (Zero Gallons)

CHARGE RATE IS HALF (50%) OF THE RESIDENTIAL CHARGE RATES FOR THE SAME USAGE SCALE ABOVE.

Section 1.02 - Miscellaneous Fees

MEMBERSHIP FEE.....\$100.00

TAP FEE This service requires a deposit of.....\$1000.00
DEPOSIT SHALL BE MADE PRIOR TO THE START OF WORK. IF THE COST OF SERVICE IS LESS THAN THE DEPOSIT, EXCESS FUNDS WILL BE REMITTED TO CUSTOMER. IF THE COST OF THE SERVICE IS GREATER THAN THE DEPOSIT THE CUSTOMER WILL BE BILLED FOR THE REMAINDER. CUSTOMER WILL HAVE 30 DAYS TO PROVIDE COMWSC WITH THE REMAINING FUNDING.

NEW METER FEE AND INSTALLATION This service requires a deposit of\$500.00
DEPOSIT SHALL BE MADE PRIOR TO THE START OF WORK. IF THE COST OF SERVICE IS LESS THAN THE DEPOSIT, EXCESS FUNDS WILL BE REMITTED TO CUSTOMER. IF THE COST OF THE SERVICE IS GREATER THAN THE DEPOSIT THE CUSTOMER WILL BE BILLED FOR THE REMAINDER. CUSTOMER WILL HAVE 30 DAYS TO PROVIDE COMWSC WITH REMAINING FUNDING.

RECONNECTION FEE Reconnect service (for customer maintenance reasons)..... \$100.00
Reconnect service (due to customer non-payment).....\$250.00(*)

(*) Failure to pay water bill for two full months (60 days past due) will result in termination of COMWSC membership; reinstatement of service will require payment of past due billing, fines, and new member fees.

ACCOUNT TRANSFER FEE.....\$50.00
THE TRANSFER FEE WILL BE CHARGED FOR CHANGING AN ACCOUNT NAME AT THE SAME SERVICE LOCATION WHERE THE SERVICE IS NOT DISCONNECTED.

LATE CHARGE FEE.....\$5.00

A ONE TIME PENALTY WILL BE MADE ON DELINQUENT BILLS BUT WILL NOT BE APPLIED TO ANY BALANCE TO WHICH THE PENALTY WAS APPLIED IN A PREVIOUS BILLING.

TERMINATION LETTER FEE\$10.00

THE FEE WILL BE CHARGED TO THE ACCOUNT AND ADDED TO THE TOTAL AMOUNT OWED. THE FEE COVERS THE COST TO GENERATE AND MAIL THE LETTER

RETURN CHECK CHARGE FEE.....\$30.00

EMERGENCY GENERATOR MAINTENANCE FEE.....\$1.00

HAYS TRINITY GROUNDWATER CONSERVATION DISTRICT (HTGCD) FEE.....\$300.00

HTGCD LEVIES A FEE OF \$300.00 FOR ALL NEW WATER SERVICE TO PROPERTY THAT HAS NOT PREVIOUSLY HAD WATER SERVICE. THE FEE IS PAID BY THE APPLICANT (COM PROPERTY OWNER) DIRECTLY TO COMWSC BEFORE WATER SERVICE CAN BE AUTHORIZED BY COMWSC. THE FEE IS THEN FORWARDED BY COMWSC TO HTGCD.

SECTION 2.0 – SERVICE RULES AND REGULATIONS

Section 2.01 - Texas Commission on Environmental Quality Rules

The Cedar Oak Mesa Water Supply Corporation (COMWSC) will have the most current Texas Commission on Environmental Quality (TCEQ) Rules, Chapter 291, Water Rates, available at its office for reference purposes. The Rules and this tariff shall be available for public inspection and reproduction at a reasonable cost. The latest Rules or Commission approved changes to the Rules supersede any rules or requirements in this tariff.

Section 2.02 - Application for and Provision of Water Service

COMWSC was solely established to serve the Cedar Oak Mesa (COM) community; therefore, to receive contracted water service, applicants must be property owners of COM. Once a service contract is approved, the applicants are thereafter referred to as customers, members, owners or users in this document.

All applications for standard service will be made on the COMWSC's standard application or contract form (attached in the Appendix to this tariff) and will be signed by the applicant before water service is provided by COMWSC. A separate application or contract will be made for each service location. 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.

After the applicant has met all the requirements, conditions and regulations for service, COMWSC will install tap, meter and utility cut-off valve and/or take all necessary actions to initiate service. COMWSC will serve each qualified applicant for service within 10 working days unless line extensions or new facilities are required. If construction is required to fill the order and if it cannot be completed within 30 days, COMWSC will provide the applicant with a written explanation of the construction required and an expected date of service.

Where service has previously been provided, service will be reconnected within one working day after the applicant has met the requirements for reconnection.

The customer will be responsible for furnishing and laying the necessary customer service pipe from the meter location to the place of consumption. Customers are required to install a customer owned cut-off valve on the customer's side of the meter or connection. For a site built home, the owner will have to provide verification that a certified Customer Service Inspector has approved the home to be free of any cross-contamination potential with in-house piping.

Section 2.03 - Refusal of Service

COMWSC may decline to serve an applicant until the applicant has complied with the regulations of the regulatory agencies (state and municipal regulations) and for the reasons outlined in the TCEQ Rules. In the event that COMWSC refuses to serve an applicant, COMWSC will inform the applicant in writing of the basis of its refusal. COMWSC is also required to inform the applicant that a complaint may be filed with the commission.

Section 2.04 - Membership Fee

Payment of the membership fee entitles the member to one standard connection to COMWSC's water system. Membership fees are assigned to the real estate designated to receive service. The membership fee is refundable upon termination of service as long as the member has no outstanding obligations to COMWSC.

Section 2.05 - Meter Requirements, Readings, and Testing

All water sold by COMWSC will be billed based on meter measurements. COMWSC will provide, install, own and maintain meters to measure amounts of water consumed by its customers. One meter is required for each residential, commercial or industrial facility in accordance with TCEQ Rules. Service meters will be read at monthly intervals and as nearly as possible on the corresponding day of each monthly meter reading period unless otherwise authorized by the Commission.

Meter tests. COMWSC will, upon the request of a customer, and, if the customer so desires, in his or her presence or in that of his or her authorized representative, make without charge a test of the accuracy of the customer's meter. If the customer asks to observe the test, the test will be made during COMWSC's normal working hours at a time convenient to the customer. Whenever possible, the test will be made on the customer's premises, but may, at COMWSC's discretion, be made at COMWSC's testing facility. If within a period of two years the customer requests a new test, COMWSC will make the test, but if the meter is found to be within the accuracy standards established by the American Water Works Association, COMWSC will charge the customer a fee which reflects the cost to test the meter up to a maximum \$25 for a residential customer. Following the completion of any requested test, COMWSC will promptly advise the customer of the date of removal of the meter, the date of the test, the result of the test, and who made the test.

Section 2.06 - Billing

Bills from COMWSC will be mailed monthly. The due date of bills for COMWSC service will be at least sixteen (16) days from the date of issuance. The postmark on the bill or, if there is no postmark on the bill, the recorded date of mailing by COMWSC will constitute proof of the date of issuance. Payment for COMWSC service is delinquent if full payment, including late fees and the regulatory assessment, is not received at COMWSC or COMWSC's authorized payment agency or postmarked by 5:00 PM on the 20th of the month.

A late penalty of \$5.00 will be charged on bills received after the 20th of the month. The penalty on delinquent bills will not be applied to any balance to which the penalty was applied in a previous billing. COMWSC must maintain a record of the date of mailing to charge the late penalty.

Each bill will provide all information required by TCEQ Rules. COMWSC will maintain and note on the monthly bill a telephone number (or numbers) whereby customers may call COMWSC. At COMWSC's option, a toll-free telephone number may be provided.

In the event of a dispute between a customer and COMWSC regarding any bill for service, COMWSC will conduct an investigation and report the results to the customer. If the dispute is not resolved, COMWSC will inform the customer that a complaint may be filed with TCEQ.

Section 2.07 - Service Disconnection

COMWSC service may be discontinued if the bill has not been paid in full by the date listed on the termination notice. The termination date must be at least 10 days after the notice is mailed or hand delivered.

COMWSC offers a deferred payment plan to a customer who cannot pay an outstanding bill in full and is willing to pay the balance in reasonable installments. However, a customer's COMWSC service may be disconnected if a bill has not been paid or a deferred payment agreement entered into within 26 days from the date of issuance of a bill and if proper notice of termination has been given.

The Notice of Termination must be a separate mailing or hand delivered in accordance with TCEQ Rules. There will be a charge assessed to cover the cost of preparing and distributing the notice (refer to Section 1.02 - Miscellaneous Fees).

COMWSC personnel must be available to reconnect service on the day of and the day after any disconnection of service unless service was disconnected at the customer's request or due to a hazardous condition.

Section 2.08 - Reconnection of Service

Service will be reconnected within 24 hours after the past due bill and any current month's bill, plus other outstanding charges are paid or correction of the conditions which caused service to be disconnected.

Section 2.09 - Service Interruptions

If service interruptions occur, COMWSC will re-establish service in the shortest possible time. Except for short term interruptions due to equipment malfunction, COMWSC will maintain a complete record of all emergency and scheduled interruptions. TCEQ will be notified in writing of any service interruptions that affect the entire system or any major division of the system lasting more than four hours. The notice will explain the cause of the interruptions.

Prorated Bills - If service is interrupted or seriously impaired for 24 consecutive hours or more, COMWSC will prorate the monthly base bill in proportion to the time service was not available to reflect this loss of service.

Section 2.10 - Quality of Service

COMWSC will plan, furnish and maintain production, treatment, storage, transmission and distribution facilities of sufficient size and capacity to provide a continuous and adequate supply of water for all reasonable consumer uses. Unless otherwise authorized by TCEQ, COMWSC will maintain facilities as described in TCEQ "Rules and Regulations for Public Water Systems".

Section 2.11 - Customer Complaints and Disputes

If a customer or applicant for services lodges a complaint, COMWSC will promptly make a suitable investigation and advise the complainant of the results. Service will not be disconnected pending completion of the investigation. If the complainant is dissatisfied with COMWSC's response, they will be advised that they have recourse through the TCEQ complaint process. Pending resolution of a complaint, TCEQ may require continuation or restoration of service.

Section 2.12 - Definition of Conditions of Service

1. A member/user that moves out of a service area location without paying all debts will not get/retain service at another location until that bad debt is paid as well as any new fees for installing service at the new location.
2. A member/user will obtain and supply a copy of a doctor's statement confirming their sickness, illness or disability to COMWSC if service is not to be disconnected. Applicable to children as well as adults.
3. A member/user that is verbally or physically abusive to any COMWSC representative, during the conduct of official business, will have their water service terminated immediately. The water service will not be turned back on until the COMWSC Board of Directors reviews the issue and decides what further action is required.
4. A member/user should, to the maximum extent possible, remit payment in a timely manner each month so as to not incur a "late charge".
5. A member/user should, to the maximum extent possible, honor our request for water conservation, in times of announced drought from HTGCD, or any other state regulatory entity.
6. A member/user should, to the maximum extent possible, keep the COMWSC from sending out a "Water Service Termination Notice". If extenuating circumstances prevent payment of their bill in a timely manner, the member should contact the COMWSC water manager.
7. A member/user should, to the maximum extent possible, keep the COMWSC from actually having to "terminate water service." The avenue of installment payments is open to prevent termination. It must be initiated by the member by calling the COMWSC water manager.
8. A member/user will pay the entire bill once they have received a termination notice and/or has had their water service terminated; unless they have agreed to a specific plan with the COMWSC manager to pay on an installment agreement.
9. A member/user may be subject to a "SEVERE water service termination" if they have actually had their service terminated more than once in a six month period or they have been sent a "Termination Notice" more than two (2) times in a 6 month period. They may be subject to the following conditions:
 - a. The member/user's water service will be terminated and not turned back on for 24 hours.
 - b. A member/user may be assessed a "Service Continuity Bond" of four (4) times their average monthly bill or \$100, whichever is greater. The member will be required to sign an agreement indicating they understand the rules and regulations.
 - c. A member/user will not be eligible to receive the "Service Continuity Bond" money back unless they move from the service area or have maintained a one-year payment record that is free of any kind of negative payment history; i.e. no late charges or termination notices.
10. A COMWSC representative is not authorized to collect money when they terminate water service. They will terminate the water service only. The customer is required to pay their bill in full and the \$250.00 reconnect fee before their water can be turned back on.

SECTION 3.0 – WATER CONSERVATION PROGRAM

In cases of extreme drought, periods of abnormally high usage, or extended reduction in ability to supply water due to equipment failure, temporary restrictions may be instituted to limit water usage. The purpose of the Water Conservation Program is to limit the total amount of water demanded from the COMWSC and to encourage customer conservation.

Water conservation is a legitimate alternative when water systems are deficient in meeting TCEQ's "Rules and Regulations for Public Water Systems", TCEQ's rules during normal use periods or when COMWSC is not making immediate and necessary efforts to replace or repair malfunctioning equipment.

Section 3.01 - General Provisions

DECLARATION OF WATER CONSERVATION: When there is an acute water supply shortage to such an extent that normal use patterns will no longer be possible, the COMWSC may implement a water conservation program in the following manner.

NOTICE REQUIREMENTS: A written notice must be provided to each customer prior to implementing the conservation program. A mailed notice must be given 72 hours prior to the start of the program. If notice is hand delivered, COMWSC cannot enforce the provisions of the plan for 24 hours after notice provided.

Notice will be provided to TCEQ prior to implementing the program and will be followed within 10 days with an official written notice. The customer's written notice will contain the following information:

1. Beginning date.
2. Ending date.
3. The stage and explanation of the restrictions to be implemented; and
4. Explanation of penalties for violations.

A Status Report will filed with TCEQ every 30 days the program continues.

VIOLATION OF CONSERVATION RULES:

1. First violation. The customer will be notified by written notice of their specific violation and that a second violation will incur a \$100.00 fine.
2. Second violation. The customer will be notified by a written notice that a fine of \$200.00 has been assessed and will be included on their next bill.
3. Subsequent violations. The customer will be notified by written notice that a fine of \$400.00 has been assessed and will be included on their next bill. Further violations will incur another fine and discontinuance of service for a number of days to be determined by the Board of Directors plus the normal reconnect fee.

EXEMPTIONS OR VARIANCES FROM RATIONING RULES: COMWSC may grant any customer an exemption or variance from the program for good cause. A customer who is refused an exemption or variance may appeal such action of COMWSC by written appeal to TCEQ. COMWSC will treat all customers equally concerning exemptions and variances and shall not discriminate in granting exemptions and variances.

RATES: All existing rate schedules will remain in effect during the rationing period. No charges will be levied against a customer which are not contained in the approved tariff of COMWSC as filed with TCEQ.

Section 3.02 - Stages of Rationing

Unless there is an immediate extreme reduction in water production, to declare an emergency or severe condition COMWSC will initially declare Stage 1 rationing. If, after a reasonable period of time, demand is not reduced enough to alleviate outages, Stage II may be declared with Stage III to follow if necessary.

STAGE I (MILD CONSERVATION CONDITIONS): Under Stage I COMWSC will use the Hays Trinity Groundwater Conservation District (HTGCD) recommended “Water Conservation Period” guidelines. This is a **VOLUNTARY** overall 10% monthly reduction.

STAGE II (MODERATE CONSERVATION CONDITIONS): Under Stage II COMWSC will use the Hays Trinity Groundwater Conservation District (HTGCD) recommended “**ALARM** Stage Drought” guidelines. We will impose the further restriction on water usage to human consumption (drink, bath, and cook), along with 20 minutes of hand watering per day. This is a **MANDATORY** overall 20% monthly reduction

STAGE III (SEVERE CONSERVATION CONDITIONS): Under Stage III COMWSC will use the Hays Trinity Groundwater Conservation District (HTGCD) recommended “**CRITICAL** Stage Drought” guidelines. We will impose the further restriction on water usage to human consumption (drink, bath, and cook), along with 20 minutes of hand watering per day. This is a **MANDATORY** overall 30% monthly reduction.

SECTION 4.0 – PROTECTION OF WATER COMPANY ASSETS

When a permanent water customer contemplates property improvement activities, they are required to communicate and coordinate with COMWSC (either by letter or email) if the improvement activity has the potential to affect any asset under COMWSC control. Examples of assets are, but not limited to, water mains, service lines, meter boxes, meters, flush-out valves, fire hydrants, etc.

Section 4.01 - New/upgrade property improvements.

When a permanent water customer’s improvement to their property is in the planning stage and is in the vicinity of any COMWSC asset and it’s implementation would cause repair or removal of that asset to be difficult, costly or impossible; then the COMWSC will have an opportunity to negotiate for possible alternatives.

Section 4.02 - Heavy Equipment utilization in the vicinity of COMWSC assets.

If heavy equipment is to be utilized in and out of the property and is in the vicinity of any COMWSC assets planks of plywood or sheet metal are required to be positioned over any assets to protect them from damage.

APPENDIX A
SERVICE AGREEMENT

**CEDAR OAK MESA
WATER SUPPLY CORPORATION**
Post Office Box 2635
WIMBERLEY, TX 78676

NEW SERVICE – TRANSFER SERVICE APPLICATION AND AGREEMENT

DATE: _____

OWNER'S NAME _____
(As It Appears On The County Tax Roll)

BILLING ADDRESS

SERVICE ADDRESS

PHONE NUMBER – Home _____ Work _____ Cell _____

PROOF OF OWNERSHIP PROVIDED BY _____

DRIVER'S LICENSE
NUMBER _____

NUMBER IN FAMILY _____ LOT # _____

FEES:

NEW METER FEE AND INSTALLATION (\$500.00)..... _____
MEMBERSHIP FEE (\$100.00)..... _____
ACCOUNT TRANSFER FEE (\$50.00)..... _____
TOTAL..... _____

..

WATER BILL PAYMENT IS DUE IN FULL BY THE 20TH OF EACH MONTH. POSTMARKED BY THE 20TH OF THE MONTH OR IN THE DROP BOX AT THE WATER BUILDING, 508 HIGH MESA DRIVE BY 5PM ON THE 20TH OF THE MONTH. THERE IS A \$5.00 LATE FEE.

A \$10 FEE WILL BE ASSESSED FOR GENERATION OF A "TERMINATION LETTER" IF ONE IS REQUIRED FOR LACK OF TIMELY PAYMENT OF A WATER BILL.

A \$30 FEE WILL BE ASSESSED FOR CHECKS THAT DO NOT CLEAR THE BANK FOR ANY REASON.

A \$250.00 FEE WILL BE ASSESSED FOR DISCONNECT/RECONNECT IF WATER IS DISCONNECTED FOR NON-PAYMENT.

AN ADDITIONAL \$250.00 FEE WILL BE ASSESSED IS WATER IS DISCONNECTED FOR NON-PAYMENT AND RE-MOVAL OF WATER METER IS IMPOSED.

THEFT CHARGES (A 3RD DEGREE FELONY) WILL BE FILED IF WATER IS DISCONNECTED BY COMWSC FOR ANY REASON AND CUSTOMER/OCCUPANT RESUMES WATER USAGE.

I UNDERSTAND AND AGREE TO THE ABOVE CONDITIONS AND TAKE FULL RESPONSIBILITY FOR WATER USAGE ON THE PROPERTY.

(Owner Name Printed)

(Owner's Signature)

APPENDIX B

WATER CONSERVATION PERIOD

(Voluntary Overall 10% Monthly Reduction)

Water Conservation Period and Drought Stage Responses

Water Conservation Period

This period will be in effect between May 1 and September 30 every year when not already in a declared drought period. *(name of permittee)* will be expected to follow voluntary water use measures during this water conservation period. This status will be prominently noted on the next regular billing cycle but not more than 20 days following May 1.

Goal: Voluntary overall 10% monthly reduction.

User Recommended Actions:

Indoor

- Check for toilet and faucet leaks and repair any found leaks immediately.
- Use water displacement device in toilet tank or replace older model toilets with HET models when possible.
- Install aerators on faucets. Don't leave faucets running when not in use.
- While waiting for hot water to reach faucet, catch cold water in a container to be reused.
- Never use the toilet to dispose of trash.
- Only run dishwasher with full load.
- Keep drinking water in a container in the refrigerator.
- Reduce use of garbage disposal.
- Wash only full loads of laundry.
- Turn off master water shutoff when out of town or on vacation.
- Draw less water for bath or reduce shower time.
- Do not over water houseplants.

Outdoor

- Comply with 5-day schedule for lawn watering and always only water between 8pm and 8am
- For Automatic Sprinkler systems:
 - check sprinkler heads regularly to prevent clogging
 - adjust to eliminate overspray and
 - adjust run times and frequency monthly to respond to water schedules and changing rainfall and temperature conditions.
- Use hand-held hose, drip irrigation, or soaker hoses for trees, garden, non-turf areas and bedded plants.
- Avoid watering on windy days.
- Cut lawns on highest setting and leave lawn clippings on lawn instead of bagging.
- For hose-end sprinklers - use sprinkler timers to limit water duration.
- Use mulch to conserve soil moisture.
- Limit vehicle washing except when conducted with a bucket or hand-held hose with an automatic shutoff device during designated watering days and times (if possible, use a commercial car wash that recycles water).
- Wash vehicles over lawn areas where possible.
- Vehicle wash fundraisers should be conducted at a commercial vehicle wash facility using such facilities equipment.
- Keep pools covered when not in use.
- Limit pool filter backwashing to only when necessary.
- No washing of driveways, sidewalks, or streets.
- Utilize supplemental water sources where possible (e.g. purchased water, collected rainwater, etc.).
- Utilize water reuse where possible.

Permittee Recommended Actions:

- Permittee employees and system operators should regularly monitor the service area for occurrences of waste.
- Visually inspect lines and repair leaks on a regular basis.
- Place yard signs and/or posters in visible places within the service area to remind users of the Water Conservation Period.
- Include historic water use and customer water use comparisons in customer billings.
- Include on each water bill a conspicuous reminder of "Water Conservation Period" (please use this terminology) and a link to the District's web site.

Penalties or Consequences:

- Notices for waste and/or for monthly consumption in excess of 10,001 gallons/household.

APPENDIX C

ALARM STAGE DROUGHT

(Mandatory Overall 20% Monthly Reduction)

Alarm Stage Drought

Upon notification by the Hays Trinity Groundwater Conservation District that the District has declared the aquifer to be in an **Alarm Stage Drought**, _____ (*name of permittee*) will activate the **Alarm Stage** measures of its DCP.

Requirement: Mandatory overall 20% monthly reduction.

User/Permittee Recommended Actions:

- Continued measures of User Conservation Plan and “Recommended Actions” of the Water Conservation Period.
- Irrigation of lawn areas with hose-end sprinklers or automatic irrigation systems shall comply with a 5-day watering schedule between the hours of 8pm and 8am or at anytime if it is by means of a soaker hoses, drip irrigation system, hand-held hose, a faucet-filled bucket or watering can of five (5) gallons or less.
- Use hand-held hose, drip irrigation, or soaker hoses for trees, garden, non-turf areas and bedded plants during designated water days and times.
- Use of soaker hoses for foundation protection shall be limited to designated water days and times
- Vehicle washing shall be prohibited except when conducted with a bucket or hand-held hose with an automatic shutoff device during designated watering days and times (if possible, use a commercial car wash that recycles water).
- Filling or refilling of pools is prohibited. Topping off of existing pools for essential maintenance purposes is permitted only during designated watering days and times.
- Operation of any ornamental fountain or pond for aesthetic or scenic purposes is prohibited except where necessary to support aquatic life.
- The following uses of water are defined as nonessential and are prohibited:
 1. wash down of any sidewalks, walkways, driveways, parking lots, tennis courts, or other hard-surfaced areas;
 2. use of water to wash down buildings or structures for purposes other than immediate fire protection;
 3. use of water for dust control;
 4. flushing gutters or permitting water to run or accumulate in any gutter or street;
 5. failure to repair a controllable leak(s) within a reasonable period after having been given notice directing the repair of such leak(s); and
 6. any waste of water.
- Possible installation of flow restrictors on connections with continued waste, DCP violations, or excessive consumption.
- Possible service cutoff & reconnection fee on connections with continued waste, DCP violations, or excessive consumption.

Permittee Actions:

- Permittee employees and system operators shall regularly monitor the service area for occurrences of waste and DCP violations.
- Conduct a monthly leak detection survey and immediately repair all identified leaks in the system.
- Place yard signs and/or posters in visible places within the service area to remind users of the “Alarm Stage Drought”.
- Include historic water use and customer water use comparisons in customer billings.
- Include on each water bill a conspicuous reminder of “Alarm Stage Drought” (please use this terminology) and a link to the District’s drought poster.
- Line flushing is prohibited except for dead end mains.

Penalties or Consequences To Permittee:

- Warnings for 1st occurrence of waste, DCP violations, or excessive consumption.
- Assessment of fines for continued waste, DCP violations, or excessive consumption (*if applicable*).

APPENDIX D

CRITICAL STAGE DROUGHT

(Mandatory Overall 30% Monthly Reduction)

Critical Stage Drought

Upon notification by the Hays Trinity Groundwater Conservation District that the District has declared the aquifer to be in a **Critical Stage Drought**, _____ (*name of permittee*) will activate the **Critical Stage** measures of its DCP.

Requirement: Mandatory overall 30% monthly reduction.

User/Permittee Recommended Actions:

- Continued measures of User Conservation Plan and “Recommended Actions” of the Water Conservation Period. Mandatory compliance with “Mandatory Actions” listed below.
- Users shall continue compliance with the recommended actions of Alarm Stage Drought.
- Irrigation of lawn and landscaped areas by automatic sprinkler systems and hose-end sprinklers is prohibited. Watering is permitted only by hand-held hoses with automatic shutoff devices during designated water days and times.
- Possible installation of flow restrictors on connections with continued waste, DCP violations, or excessive consumption.
- Possible service cutoff & reconnection fee on connections with continued waste, DCP violations, or excessive consumption.

Permittee Mandatory Actions:

- Permittee shall continue compliance with mandatory actions of Alarm Stage Drought.
- Conduct a weekly leak detection survey and repair all identified leaks in the system.
- Place yard signs and/or posters in visible places within the service area to remind users of the “Critical Stage Drought” (please use this terminology).
- Flushing is prohibited except for dead end mains and only between the hours of 9pm and 3am

Penalties or Consequences To Permittee:

- Warnings for 1st occurrence of waste, DCP violations, or excessive consumption.
- Assessment of fines for continued waste, DCP violations, or excessive consumption (*if applicable*).

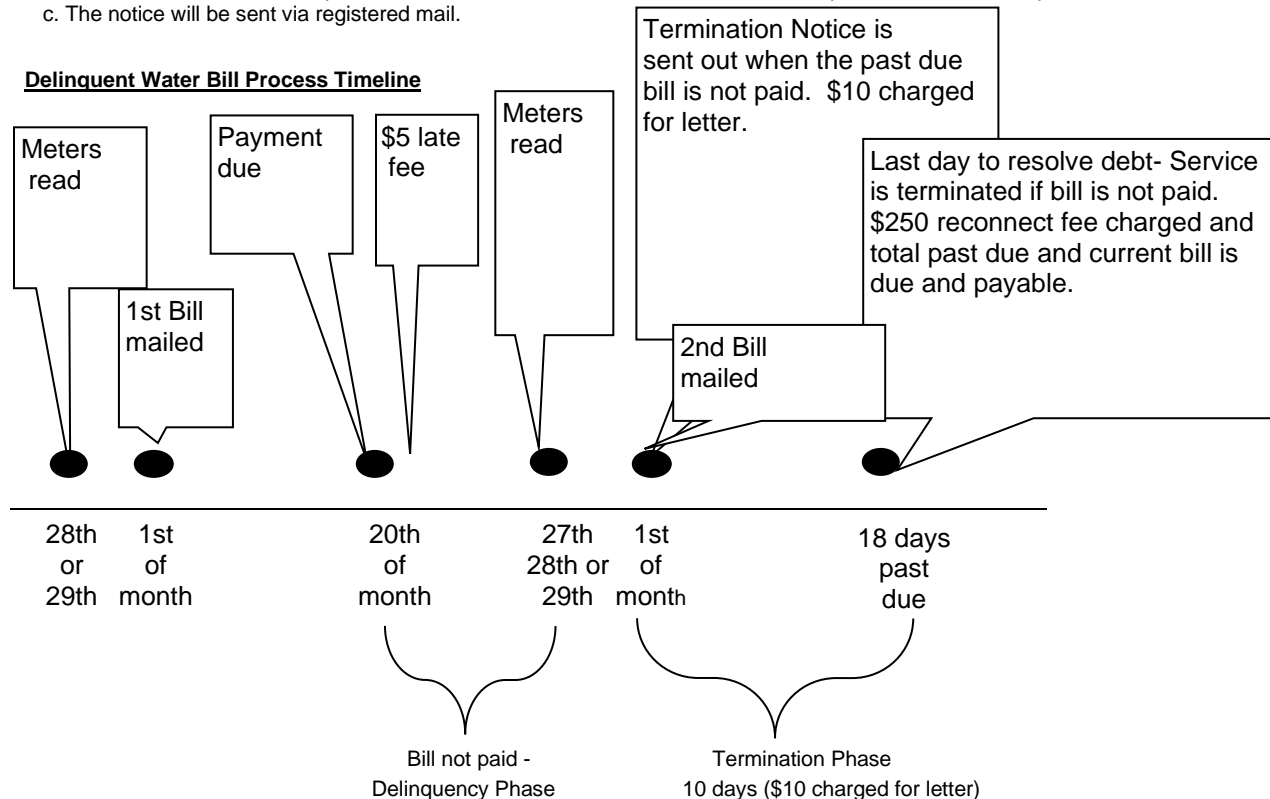
APPENDIX E
DELINQUENT WATER BILL PROCESS

DELINQUENT WATER BILL PROCESS

Delinquent Water Bill Process Steps - refer to process timeline below

1. The water meters will be read by the 24-29th of the month.
2. The water bill will be mailed out not later than the 1st of the succeeding month.
3. The current water payment will be due by the 20th of the succeeding month - after which time the water bill is late (\$5 late charge assessed.).
4. A notice of delinquency and potential for water service termination will go out on the 9th or 10th day after the bill is originally due.
 - a. The notice will have at the top the words **TERMINATION NOTICE**
 - b. The notice will state the following:
 - How much is due the WSC to retain water service
 - What date the service will be cut off - on the 11th day from date of notice
 - How much it will cost them to have service terminated and reconnected (\$250); \$500 if the meter has to be pulled.
 - What the options are with respect to a deferred payment agreement and what the customer has to do to meet the requirements of payment.
 - What the options are with respect to a medical hardship and what the customer has to do to meet the requirements for payment.
 - Customer must provide a written statement from a physician to WSC prior to the date of stated service termination.
 - What the procedure is to dispute the outstanding debt.
 - Who to contact (name and phone number) to resolve the outstanding debt.
 - What is the total owed to prevent termination? If service is terminated what the past due, current due plus fees are to have service reinstated.
 - c. The notice will be sent via registered mail.

Delinquent Water Bill Process Timeline



Notes

1. The customer has to pay the delinquent bill in full once the second bill is received and/or service has been terminated..
2. The water service should be disconnected or reconnected within 24 Hours of a customer request, if possible.
3. The water service should be reconnected within 24 Hours of a customer satisfying a delinquency issue, if possible.
4. The service can not be terminated on a Friday, Saturday, Sunday, a holiday or the day before a holiday.
5. Service can also be terminated for the following reasons:
 - Check received where there are insufficient funds to cover the amount on the check
 - Failure to comply with the terms of a deferred payment agreement
 - Violation of WSC rules which affect the service use of other members
 - Operation(s) of non-standard equipment