

Water Service Information

Billing Information

FWSC Tariff, Section E: 18

Water bills shall be computed and mailed on the first working business day of the month. Service initiated less than one week before the next billing cycle may be billed with the following month's billing cycle.

Payment is considered late if not received at FWSC's office or post marked by the 15th of the month. A \$15 dollar penalty will be added to your account for payments received after the 15th day of the month. Members will be given an additional 10 days to make a payment on the account, if no payment is made the account will be locked for non-payment as stated with the dates on the members second notice.

Rental Account Information

FWSC Tariff, Section E: 11

The member/owner of the property will be responsible for the bill. FWSC will mail the first notice to the occupant/renter; however the bill is ultimately the responsibility of the members/owner of the property. FWSC will mail the second notice to both the occupant/renter and the members/owner.

Standard Service

FWSC Tariff, Section E: 3

Requirements:

- Service Agreement and Agreement completed and signed by owner/member
- Copy of the recorded deed reflecting volume & page number filed by County Clerk's Office. A title policy or a copy of the contract for deed (additional information may be required).
- Right-of-Way Easement granting FWSC permission to access property for water purposes
- New meter installation cost of \$3,950.00 dollars, if service line is on the property. If service line is not on the property, a FWSC employee will visit the property; obtain a footage distance from the nearest point of adequate supply to the desired meter location. A cost estimate will be provided to the customer for extending the water service line to the property within 5 business days. Estimated cost will be required in order to proceed.
- A Customer Service Inspection is a mandatory inspection in accordance with regulations by the Texas Commission on Environmental Quality (TCEQ). A complete inspection is to be performed within 30 days of the completion of the member's new service connection.

Installation:

The Corporation shall charge an installation fee for service as follows:

Standard Service – (5/8 x 3/4 meter) shall include all current labor, materials, engineering, legal, customer service inspection, and administrative costs necessary to provide individual metered water service and shall be charged on a per tap basis as computed immediately prior to such time as metered service is requested and installed.

Denial of Service

FWSC Tariff, Section E: 13

FWSC may deny service for the following reasons:

- a. Failure of the Applicant or Transferee to complete all application requirements, including granting an easement, completing all forms, and paying all required fees and charges;
- b. Failure of the Applicant or Transferee to comply with rules, regulations, policies, and bylaws of the Corporation;
- c. Existence of a hazardous condition at the Applicant's property which would jeopardize the welfare of the Members/Users of the Corporation upon connection;
- d. Failure of Applicant or Transferee to provide representatives or employees of the Corporation reasonable access to property, for which service has been requested;
- e. Failure of Applicant or Transferee to comply with all governmental rules and regulations of the Corporation's tariff on file with the state regulatory agency governing the service applied for by the Applicant;
- f. Failure of Applicant or Transferee to provide proof of ownership, to the satisfaction of the Corporation, of property for which the tap has been requested, and/or
- g. Applicant's service facilities are known to be inadequate or of such character that satisfactory service cannot be provided.
- h. Failure of Applicant or transferee to comply with applicable regulations for on-site sewage disposal systems if the Corporation has been requested to deny service by the TCEQ or the TCEQ's designated representative under Chapter 366 of the Texas Health and Safety Code.
- i. Failure of the Applicant or Transferee to pay any previous outstanding delinquent account(s) in full. This could be delinquencies resulting from the same account location or other service location(s) within the system where the Applicant or Transferee received service. (Also see E 9.)