

## **SECTION A: INTRODUCTION TO OPERATING POLICIES**

1. Organization. East Central Special Utility District is a public utility and a political subdivision of the State of Texas, pursuant to the provisions of the Texas Constitution, Article XVI, Section 59, as further described in the Texas Water Code, Chapter 65. The purpose of the District is to furnish a potable water supply and take all necessary steps to secure such water resources, wholesale and retail, necessary to accomplish its purpose and requirements of regional planning for future servicing. District operating policies, rates, tariffs and regulations are formulated, effected and may be amended by a Board of Directors elected by the citizens of the District.
2. Non-Discrimination Policy. Service of water is provided to all Applicants who comply with the provisions of this Policy regardless of race, creed, color, national origin, sex or marital status.
3. Rules Application. The rules and regulations specified herein apply to the water services furnished by East Central Special Utility District, also referred to as the "District." Failure on the part of the Customer to observe these rules and regulations of the District, after due notice of such failure, provides the District the authority to deny or to discontinue the furnishing of service provided herein.
4. District Bylaws. The District has adopted Bylaws which establish the make-up of the Board of Directors, and provide generally for its governance.
5. District Code of Ethics and Administrative Policies. The District has adopted a Code of Ethics and Administrative Policies. See Board Administrative Policies.
6. Fire Protection Responsibility. Fire hydrants installed within the District's water distribution system are provided for the convenience of the District and do not imply any responsibility on the part of the District to meet fire flow requirements of local, county, state, or federal governmental agencies. Such fire hydrants are support facilities only. The District makes no representation that it is offering fire protection and will in no manner be liable for damages caused by its inability to supply sufficient water for the prevention or suppression of fire. The District reserves the right to remove any fire hydrant, due to improper use or detriment to the system as determined by the District, at any time, without notice, refund, or compensation to any contributors.
7. Damage Liability. The District is not liable for damages caused by service interruptions, for events beyond its control and for normal failures or servicing/maintenance of the system. By acceptance of service, Customer consents to waiver of such liability. Applicable Texas law limits suits against the District.
8. Information Disclosure. The records of the District shall be kept in the office in Adkins, Texas. All information collected, assembled, or maintained by or for the District shall be disclosed to the public in accordance with the Texas Public Information Act

("TPIA"), Tex. Gov't Code Chapter 552. An individual Customer may request in writing that their name, address, telephone number or social security number be kept confidential. Such confidentiality does not prohibit the District from disclosing this information to an official or employee of the State or a political subdivision of the State acting in an official capacity or an employee of a utility acting in connection with the employee's duties. Further, such confidentiality does not prohibit the District from disclosing the name and address of each Customer on a list to be made available to the District's voting Customers. The District shall give its Applicants and Customers notice of rights to confidentiality under this Policy upon request.

9. Customer Notice Provisions Regarding Rule Changes. The District shall give written notice of rate changes by mail or hand delivery to all affected Customers at least 30 days prior to the effective date of the new rate. The notice shall contain the old rates, new rates, effective date of the new rate, date of Board authorization, and the name and phone number of the contact person designated to address inquiries about the rate change.
  
10. Grievance Procedures. Any Customer of the District or individual demonstrating interest under this Policy of becoming a Customer shall have an opportunity to voice concerns or grievances to the District by the following means and procedures:
  - a. By presentation of concerns to the District's General Manager or authorized staff member for discussion and resolution. If not resolved to the satisfaction of the aggrieved party, then,
  - b. By presentation of a letter of request for a hearing before the Board of Directors. The letter shall state the individual's desired business before the Board and the desired result.
  - c. The President of the Board shall review the request and determine the best means by which the complaint shall be resolved.
  - d. The President shall further determine a reasonable time and place of all hearings, but not beyond 45 days of the date of receipt of the letter of complaint.
  - e. The Board of Directors, a committee thereof, and/or legal counsel shall hear the complaint as directed by the President of the Board.
  - f. Any hearings by committees or staff delegated to hear complaints shall report its recommendation to the full Board for a decision by the Board.
  - g. The Board shall act upon the information available and direct the President or other representative to respond to the complaint by communicating the Board's decision in writing.

- h.* Any charges or fees contested as a part of the complaint in review by the District under this Policy shall be suspended until a satisfactory review and final decision has been made by the Board. The Board's decision shall be final.

*II.* Plumbing Standards. The District adheres to the applicable sections of the Uniform Standard Plumbing Code as guidance in the installation, design and maintenance of plumbing systems and service facilities connecting or connected to the utility's water facilities, to the extent appropriate under the applicable statutes and regulations governing public water utility systems. Any Customer may be required to retrofit plumbing systems and service facilities as determined to be necessary by the District for purposes of compliance with the Uniform Standard Plumbing Code, (30 TAC 290.46 (i)).