

SECTION D: SERVICE RULES AND REGULATIONS

1. Service Entitlement. An Applicant shall be considered fully qualified and entitled to water service when proper application has been made, terms and conditions of service have been met and continue to be met, and all fees have been paid as prescribed by this Policy.
2. Application Procedures and Requirements. For the purposes of this Policy, service requested by an Applicant and provided by the District shall be divided into the following classes:
 - a. 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. Typically, this would include only ¾"x 5/8" sized water meter services set on existing pipelines. Requirements for Standard Service are as follows:
 - (1) The District's Service Application and Agreement form shall be completed in full and signed by the Applicant.
 - (2) A real property right of way Easement form or other such easement form approved by the District must be completed by the Applicant for the purpose of allowing future extensions or facility additions to improve or provide service to future Applicants.
 - (3) The Applicant shall provide proof of ownership to property for which service has been requested in a manner acceptable to the District. Proof of ownership shall consist of warranty deed, deed of trust or recorded documentation of fee simple title to the real estate designated to receive service.
 - (4) Notice of Application approval and cost of service determined by the District shall be presented to the Applicant in writing and shall remain in effect for a period not to exceed thirty (30) days. After that time, the Applicant must re-apply for service under the terms of this Policy. (30 TAC §291.81 (a)(1)).
 - (5) If the water main has been located in the public right of way and is adjacent to the Applicant's property due to the current or previous landowner's refusal to grant an Easement to the District for the purposes of installing the water main and appurtenances, the Applicant, prior to receiving the requested service, shall grant Easement to the District. In addition to the normally required fees for service, the Applicant may be required to pay such sums as are necessary for the removal of the water main from the public right of way and for relocation of that main onto the Applicant's property pursuant to such Easement. The District shall retain the right to delay relocation of existing facilities onto private easement.

- b. Non-standard Service is defined as service applied for or provided which requires a larger service, multiple services, a master metered service or an addition to the distribution system. Service requirements as prescribed by Section D of this Policy shall be met by the Applicant prior to service being provided. The District may consider master metering multiple units for an Applicant's request provided the total number of units to be served are all:
- (1) owned by the same person, as defined, but not including a family unit;
 - (2) directly inaccessible to public right of way;
 - (3) considered a commercial enterprise, i.e. for business, rental or lease purposes; and
 - (4) water conservation, demand management and revenue requirements can be met.
- c. Temporary Service is defined as the same as Standard Service, above, with the exception that it is to be for construction or uses other than permanent (agricultural, road construction, drilling, livestock, etc.). The Temporary Service shall extend for up to six (6) months and the service will then either be removed or the requirements of permanent (Standard) service will have to be met, including the payment of the required fees, less any prior payment for installation.

3. Activation of Standard Service

- a. New Tap - The District shall charge a non-refundable installation fee as stated in Section F of this Policy. The installation fee shall be quoted in writing to the Applicant after a service investigation has been conducted by the District. All fees, as required under Section F of this Policy, shall be paid in advance of installation. Once meter is installed, service must be maintained for at least six (6) months before it can be locked for the purpose of reserving future service. Otherwise, the meter will not be set until continuous water service is requested and a cost-based Reserved Service Charge shall be instituted.
- b. Re-Service - An application for service for which a tap already exists but for which the meter has been removed for any reason, may be approved by the District provided that the Applicant pays any deposit and service charges necessary to restore service. If the tap has been out of service for five (5) or more years, the current Capital Contribution charge applicable at the time of application must also be paid. Any Applicant unwilling to pay such charges shall apply for a new Standard Service under the terms of this Policy.

- c. Performance of Work - After all applicable fees are paid and approval is granted by proper authorities, all tap and equipment installations specified by the District shall be completed by the District staff or a designated contractor. The tap shall be completed in accordance with Texas Water Code and TCEQ regulations.

- d. Customer Service Inspections – A Customer service inspection certificate shall be completed before service is provided. Such certificate shall comply with the requirements of 30 TAC §290.47(d). Individuals licensed by the Texas State Board of Plumbing Examiners, or who hold a current professional certification or endorsement as a Customer service inspector shall conduct the inspection. (30 TAC §290.46(j)). A Customer Service Inspection Certification form must be completed and filed at the District within a reasonable period of time or service will be discontinued. (30 TAC §290.47 (d)).

- e. Transfers of Deposit.
 - (1) A Customer is entitled to transfer the Deposit under the following circumstances.
 - a. The Deposit is transferred by will to a person related to the Transferor within the second degree by consanguinity; or
 - b. The Deposit is transferred without compensation to a person related to the Transferor within the second degree by consanguinity; or
 - c. The Deposit is transferred as a part of the conveyance of real estate from which the Deposit arose.
 - (2) In the event that Deposit is transferred pursuant to the provisions of Sub-Section 3.e. (1) such transfer shall not be completed or recorded on the books and records of the District until such time as the transferee has provided satisfactory evidence to the District of such transfer. A transfer of Deposit shall not be binding on the District until such transfer has been approved as provided by Sub-Section 3.e. (3).
 - (3) Qualifications for water service upon transfer of Deposit set forth in Sub-Section 3.e. (1) and 3.e. (2) shall be subject to approval of the District and shall be recorded on the books and records of the District only upon the following terms and conditions:
 - a. The Transferee has completed the required Application Packet;
 - b. All indebtedness due the District has been paid;
 - c. The Transferee demonstrates satisfactory evidence of ownership of the property designated to receive service and from which the Deposit originally arose.
 - e. The deposit is equal to the quoted amount in Sub-Section F of this Policy.
 - f. In the event the existing Customer requests a Deposit refund, the District shall require the new Customer to deposit with the District another Deposit Fee equal to that quoted in Sub-Section F of this Policy.
 - (4) If the application packet and other information is not completed on the day transfer of Deposit is requested the District will give the transferee written notice of 10 additional days to produce completed documentation to the

corporation office. Service will be disconnected on the day following the 10th day according to disconnection with notice requirements. Additional time may be allowed at the directions of the general manager or board.

4. Activation of Non-Standard Service. The terms of Section E of this Policy shall dictate the conditions for activation of non-standard service. Re-service terms shall be the same as applied to Standard Services.
5. Changes to Service Classification. If at any time, the District determines that the Customer service needs have changed from those originally applied for to a different service classification, and the District determines that additional or different facilities are necessary to provide adequate service, the District shall require the Applicant/Customer to re-apply for service under the terms and conditions of this Policy. Failure to comply with this provision shall subject the Customer to the Disconnect With Notice provisions of Section D of this Policy.
6. Membership. All money held as Memberships of the East Central Water Supply Corporation was converted to a Deposit under the terms of the conversion to a Special Utility District.
7. Owners and Renters Liable. Any Customer of the District, with or without a deposit balance, renting or leasing property to other parties, is responsible for all charges due the District in the event the renter or lessee moves, having an unpaid balance due to the District. Any person renting or leasing property may become a Customer of the District by payment of a deposit, thus removing the owner of the property from responsibility as a Customer of the District.
8. Denial of Service. The District may deny service for the following reasons (30 TAC §291.83 (a)(1-6)):
 - (a) Failure of the Applicant to complete all required forms, to grant Easement and to pay all required deposit, fees and charges;
 - (b) Failure of the Applicant to comply with state, municipal, or District rules, regulations, policies and by-laws;
 - (c) Existence of hazardous condition, including a structure built in a floodplain or a possible cross-connection between a well or other source of water at the Applicant's property which upon connection would jeopardize the welfare of the Customers/users of the District;
 - (d) Failure or refusal of Applicant or Customer to provide representatives or employees of the District reasonable access to property for which water service has been requested (or provided) when there is reason to believe that a hazardous condition may exist for which access is necessary to verify;

(e) Failure of Applicant to provide proof of ownership, to the satisfaction of the District, of property for which the tap has been requested; and/or

(f) Applicant's service facilities are known to be inadequate or of such character that satisfactory service cannot be provided.

9. Applicant's Recourse. In the event the District refuses to serve an Applicant under the provisions of these rules, the District must notify the Applicant, in writing, of the basis of its refusal and the Applicant may file for an appeal, in writing, with TCEQ according to Section D (10) below. (30 TAC §291.83 (b)).

10. Insufficient Grounds for Refusal of Service. The following shall not constitute sufficient cause for the refusal of service to an Applicant (30 TAC §291.83(c)):

a. Delinquency in payment for service by a previous occupant of the premises to be served;

b. Violation of District's rules pertaining to operation of non-standard equipment or unauthorized attachments which interfere with the service of others, unless the Customer has been notified and been afforded reasonable opportunity to comply with said rules;

c. Failure to pay the bill of another Customer as guarantor thereof, unless the guarantee was made in writing to the utility as a condition precedent to service;

d. Failure to pay the bill of another Customer at the same address except where the change of Customer identity is made to avoid or evade payment of a utility bill;

e. The service Applicant or Customer chooses to use a type of backflow prevention assembly approved pursuant to 30 TAC §290.44(h) (relating to Water Distribution) even if the assembly is not the one preferred by the utility; or

f. Failure to comply with regulations or rules for anything other than the type of utility service specifically requested including failure to comply with the septic tank regulations or sewer hook-up requirements

11. Deferred Payment Agreement. The District may offer a deferred payment plan to a Customer who cannot pay an outstanding balance for water or meter charges in full and is willing to pay the balance in reasonable installments as determined by the District, including any Late Penalty Fees or Interest on the monthly balance to be determined as per the Deferred Payment Agreement. Each request, along with proof of inability to pay, shall require Board approval. The District shall offer a deferred payment plan to any residential Customer whose bill is more than three times the average monthly bill. (30 TAC §291.87(d)). A deferred payment plan may include a finance charge which shall not exceed an annual rate of 10% simple interest. (30 TAC §291.87(d)).

12. Extension of Payment Date for Senior Citizens. Upon written request and satisfactory proof, any residential Customer 60 years of age or older who occupies the entire premises of a dwelling receiving water service from the District shall receive extension of the past due date, without penalty. The extension shall not exceed ten (10) days beyond the usual 15-day payment period for a total of no more than twenty-five (25) days from the date the bill is issued. The request may specify extension of the late payment periods for current and subsequent billings. (Utilities Code Chapter 182, Subchapter A).

13. Indigent Care Policy. Customers demonstrating an inability to pay for monthly water service shall be extended an opportunity to apply for waiver of part or all of water charges under the following conditions:

a. The Applicant is occupying a residence which is provided water by the District and has been in good standing with the District for at least 12 months;

b. The Applicant has shown inability to pay all or a portion of the monthly water charge for one of the following reasons:

(1) Experiencing a temporary hardship situation which depletes resources for payment of the water bill (documenting proof required); or

(2) Utility assistance has been requested on behalf of the Applicant from a third party support agency recognized by the Board as providing indigent care on a continuous and regular basis.

c. To qualify for indigent assistance, an application must be submitted to the Board of Directors showing proof of the hardship, current financial circumstances, receipts of other benefits, or other proof requested. The qualified Applicant may receive utility assistance in the form of a reduction of the monthly bill to the minimum monthly charge or payment of the monthly charge from the District's Indigent Care Fund. Assistance will be provided for 30-day periods only; the Applicant must re-qualify prior to each month in which assistance is requested. Assistance is limited to a total value of \$75.00 per year, per Applicant. Should the Applicant fraudulently state his qualifications for assistance, he shall be required to re-pay all assistance granted, water service may be terminated and he shall not be qualified to receive assistance again from the District.

14. Charge Distribution and Payment Application.

a. The Minimum Monthly Charge (Service Availability Charge) is for the billing period of approximately thirty (30) days. Charges shall be prorated for meter installations and service termination falling during the billing period. Billings shall be mailed on or about the 25th day of the month for which this charge is due. All services shall be subject to this charge whether or not the service is in use by the Customer.

- b. The Gallonage Charge is defined as water usage and shall be billed at the rate specified in Section F, billed in 100-cuft and 1,000 gal increments. Water charges for usage are based on monthly meter readings and are calculated from reading date to reading date. Readings used in all billing calculations shall be taken by a District employee or designated representative.
- c. All payments shall be posted against previous balances prior to posting against current billings.

15. Due Dates, Delinquent Bills and Disconnection Dates.

- a. The District shall mail all bills on or about the 25th day of the month preceding the month in which the bill is due. All bills shall be due and payable upon receipt and are past due after the 10th day of the following month, after which time a penalty of \$2.00 or five percent (5%) shall be applied. A bill is delinquent if not paid on or before the due date; payments made by mail will be considered late if postmarked after the due date of the 10th day of the month. (30 TAC § 291.87(b)).
- b. After the second month's bill becomes delinquent and a late penalty is posted, cut-off notices shall be mailed, allowing ten (10) additional days for payment prior to disconnection. The ten (10) additional days shall begin on the day the final notice is deposited with the U.S. Postal Service with sufficient postage. If the past due date for the regular or final billing is on a weekend or holiday, the past due date for payment purposes shall be the next day the District office is open for business after said weekend or holiday. For all disputed payment deadlines, the date postmarked on each bill will determine the beginning of each billing cycle or final notice mailing. (30 TAC §291.87 (b)).

16. Rules for Disconnection of Service. Water utility service may be disconnected:

- a. Disconnected after proper notice for any of the following conditions (30 TAC §291.88 (a)):
 - (1) Failure to pay a delinquent account for utility service or failure to comply with the terms of a deferred payment agreement. The District is not obligated to accept payment of the bill when an employee is at the Customer's location to disconnect service (30 TAC §291.88(a)(2)(A) and (iii));
 - (2) In the event a check, draft, or any other similar instrument is given for payment of services provided for in this Policy, and the instrument is returned by the bank or other similar institution as insufficient or non-negotiable for any reason, the District shall mail, via the U.S. Postal Service, a notice requiring redemption of the returned instrument within ten (10) days of the date of the notice. Redemption of the returned instrument shall be made by

cash, money order or certified check. A charge for handling the returned check shall be added at the rate specified in Section F. Any such instruments returned as insufficient or non-negotiable for any reason for any two (2) billing periods within a twelve (12) month period shall be considered evidence of bad credit risk by the District and the Customer shall be placed on a “cash only” basis for a period of twelve (12) months;

- (3) Violation of the District’s rules pertaining to the use of service in a manner which interferes with the service of others or the operation of non-standard equipment, if a reasonable attempt has been made to notify the Customer and the Customer is provided with a reasonable opportunity to remedy the situation but has not done so;
- (4) Failure of the Customer to comply with the terms of the District’s Service Agreement, Policies, By-laws, Special Contract, or Customer Service Inspection requirements, provided that the District has given notice of said failure to comply and Customer has failed to comply within a reasonable amount of time after notification;
- (5) Failure to pay charges for sewer service provided by another retail public utility; and
- (6) Failure to pay solid waste disposal fees collected under contract with a county or other public agency.

b. Disconnection without notice for any of the following conditions (30 TAC §291.88(b)):

- (1) A known dangerous or hazardous condition exists for which service may remain disconnected for as long as the condition exists, including, but not limited to, a violation of the Texas Sanitation and Health Protection Law #4477-1, or there is reason to believe a dangerous or hazardous condition exists and the Customer refuses to allow access for the purpose of confirming the existence of such condition and/or removing the dangerous or hazardous condition;
- (2) Service is connected or reconnected without authority by a person who has not made application for service or who has re-connected service without authority following termination of service for any reason;
- (3) Tampering with the District’s meter or equipment, by-passing the meter or equipment, or other diversion of service; and
- (4) Where reasonable, given the nature of the reason for disconnection, a written statement providing notice of disconnection and the

reason therefore shall be posted at the place of common entry or upon the front door of each affected residential unit as soon as possible after service has been disconnected.

- c. Utility service cannot be disconnected for any of the following reasons:
- (1) Failure to pay for utility service provided to a previous occupant of the premises;
 - (2) Failure of the Customer to pay for merchandise or charges for non-utility service provided by the District;
 - (3) Failure of the Customer to pay for a different type or class of utility service unless a fee for such service is included in the same bill;
 - (4) Failure of the Customer to pay the account of another Customer as guarantor thereof, unless the District has, in writing, the guarantee as a condition precedent of service; or
 - (5) Failure of the Customer to pay charges arising from an under-billing due to any faulty metering, unless the meter has been tampered with or unless such under-billing charges are due under Inoperative Meters, Section D (20) of this Policy;
- d. Disconnection on Holidays and Weekends - Unless a dangerous condition exists or the Customer requests disconnection, service shall not be disconnected on a day, or on a day preceding a day, when personnel of the District are not available to the public for the purpose of making collections and re-connecting service.
- e. Disconnection Due to Utility Abandonment - The District may not abandon a Customer or a Certificated Service Area unless it has complied with the requirements of (30 TAC §291.114).
- f. Disconnection for the Ill and Disabled - The District may not discontinue service for non-payment of a utility bill to a residential Customer permanently residing in an individually metered dwelling unit when that Customer establishes that discontinuance of service will result in some person at that residence becoming seriously ill or more seriously ill if service is discontinued. Each time a Customer seeks to avoid termination of service under this Sub-section, the Customer must have the attending physician communicate by fax or contact the District within sixteen (16) days of the issuance of the utility bill. A written statement must be received by the District from the physician within twenty-six (26) days of the issuance of the utility bill. The prohibition against service termination shall last sixty-three (63) days from the issuance of the utility bill or such lesser period as

may be agreed upon by the District and Customer's physician. The Customer may enter into a Deferred Payment Agreement with the District. (30 TAC §291.88 (f)).

- g.* Disconnection of Master-Metered Services - When a bill for utility service is delinquent for a master-metered complex (defined as a complex with a single meter service serving two or more residential dwelling units), the following shall apply:

 - (1) The District shall send a notice to the Customer as required. This notice shall also inform the Customer that notice of possible disconnection will be provided the tenants of the complex in five (5) days if payment is not rendered before that time;
 - (2) At least five (5) days after providing notice to the Customer and at least five (5) days prior to disconnection, the District shall post at least five (5) notices conspicuously in public areas of the complex, notifying the residents of the scheduled date for disconnection of service; and
 - (3) The tenants of the complex may pay the District for any delinquent bill in behalf of the Customer to avoid disconnection or to reconnect service to the complex.
- h.* Disconnection of Temporary Service - When an Applicant with a Temporary service fails to comply with the conditions stated in the Service Application and Agreement Form or other terms of this Policy, service may be disconnected with notice.

17. Billing Cycle Changes. The District reserves the right to change its billing cycles if the workload requires such practice. After a billing period has been changed, the billings shall be sent on the new change date unless otherwise determined by the District.

18. Back-Billing. The District may back-bill a Customer for up to twelve (12) months for meter error, misapplied meter multiplier, incorrect meter readings, or error in computing a Customer's bill. Failure to pay the most recent six (6) months billing will result in disconnection of service and the need for re-establishment of credit. Back-billing shall not extend beyond the current Customer except in cases involving the transfer of a service conditioned upon payment of delinquent obligations by the transferee. (30 TAC § 291.87 (g)).

19. Disputed Bills. In the event of a dispute between the Customer and the District regarding any bill, the District shall forthwith make and conduct an investigation as shall be required by the particular case. The results shall be reported in writing to the Customer. All disputes under this Subsection must be submitted to the District, in writing, prior to the due date posted on said bill. (30 TAC §291.87(k)(1-3)).

20. Inoperative Meters. Water meters found inoperative will be repaired or replaced within a reasonable time. If a meter is found not to register for any period, unless by-passed or tampered with, the District shall make a charge for units used but not metered for a period not to exceed three (3) months, based on amounts used under similar conditions during the period preceding or subsequent thereto.
21. Bill Adjustment Due to Meter Error. The District shall test any Customer's meter upon written request of the Customer. In the event the meter tests within the accuracy standards of the American Water Works Association, a test fee as prescribed in Section F of this Policy shall be imposed. In the event the test results indicate that the meter is faulty or inaccurate, the test fee shall be waived, the meter shall be calibrated or replaced, and a billing adjustment shall be made as far back as twelve (12) months but not extending beyond the current Customer. The billing adjustment shall be made to the degree of the meter's inaccuracy as determined by the test. (30 TAC §291.89 (g)).
22. Bill Adjustment Due to Customer's Leak. The amount of a Customer's water bill may be adjusted for excessive water lost due to a leak and/or circumstances beyond the Customer's control. Such adjustment may be extended only once in any two-year period and all water used shall be calculated at the first tier of water usage, adding back in the Service Availability Charge and any other applicable charge or fee (Sewer, State Fee). (30 TAC §291.89 (m)(4)).
23. Meter Tampering and Diversion. For purposes of this Section, meter tampering, bypassing, or diversion shall all be defined as tampering with the District's meter or equipment and are prohibited. Included shall be acts of diversion such as removing a locking or shut-off device used by the District to discontinue service, physically disorienting the meter, attaching objects to the meter to divert or by-pass service, inserting objects into the meter and other electrical and mechanical means of tampering with or by-passing service. The burden of proof of meter tampering is on the District. Photographic evidence or any other reliable and credible evidence may be used. Any evidence shall be accompanied by a sworn affidavit by the District staff when any action regarding meter tampering as provided for in this Section is initiated. A court finding of meter tampering may be used instead of photographic or other evidence, if applicable. Unauthorized users of services of the District shall be prosecuted to the extent allowed by law under the Texas Penal Code Chapter 28, et seq. Such tampering shall result in the removal of the meter service. Anyone desiring water service at such location shall pay all charges incurred in the removal of meter, prosecution of the offense and shall pay the actual charge for the installation of a new meter, see Section F.
24. Meter Relocation. Relocation of services shall be allowed by the District pursuant to 30 TAC §291.86(a)(4) provided that:
- a. Easement for the proposed location has been granted to the District;
 - b. The property of the new location requested is owned by the current Customer of the meter to be moved and the existing tap location is on property contiguous to the proposed tap location;

- c. The Customer pays the actual costs of relocation plus administrative fees, and
- d. Service capacity is available for the proposed location.

25. Prohibition of Multiple Connections to a Single Tap. No more than one (1) residential, commercial or industrial service connection is allowed per meter (30 TAC §291.89(a)(4) and 30 TAC §290.44(d)(4)) in order that the District may:

- a. maintain adequate records of the actual number of users on the system;
- b. assure compliance with the TCEQ Rules and Regulations on minimum service standards;
- c. ensure that the District's metering device is adequately sized for proper flow and accurate measurement of water, all connections of any dwelling, household, business, and/or water-consuming establishment currently receiving or planning to receive water service, either directly or indirectly from the District's water system, Customer or prospective Customer shall individually apply for service under the rules of this Policy; and
- d. upon written notice by the District, a Customer having more than one connection shall have no more than 60 days from said notice to correct the infraction. If the Customer does not comply, water service to each of the Customer's meters will be discontinued until the facilities are brought into compliance with the law and this Policy and a Service Trip Fee will be charged for each meter [in addition to the cost of previously unidentified meter(s)].

26. Master Metered Account. The District may consider allowing an apartment building, condominium, multiple use facilities, or mobile home/RV Park, or any facility with four (4) or more units, to apply for a "Master Metered Account" and have a single meter as a Non-Standard Service. The Applicant shall be provided a copy of the Texas Water Code applicable chapters to inform them of their responsibilities as a mastered meter party, under the law. Any unauthorized sub-metering or diversion of service shall be considered a Multiple Connection and be subject to disconnection of service. (30 TAC §291.121-127)).

27. Customer's Responsibility.

- a. The Customer shall provide access to the meter at all reasonable times for the purpose of reading, installing, checking, repairing or replacing the meter or inspection of facilities. A key shall be provided for locked gates. If access to the meter is hindered or denied, preventing the reading of the meter, an estimated bill shall be rendered to the Customer for the month and a notice shall be sent, notifying that entrance could

not be gained and that a key should be furnished or the gate unlocked for each reading period. If access is denied for three (3) consecutive months after proper notification to the Customer, service shall be discontinued and the meter removed with no further notice.

- b.* The Customer shall be responsible for compliance with all District, local and State codes, requirements and regulations concerning on-site service and plumbing facilities, especially with regard to the prevention of contaminants entering the potable water supply. (30 TAC §290.44).

 - (1) All connections shall be designed to ensure against back-flow or siphonage into the District's water supply. In particular, livestock water troughs shall be plumbed into the top of the trough with air space between the discharge and the water level in the trough. Service shall be discontinued without further notice when installations are found to be in violation of this regulation until such time as the violation is corrected. (30 TAC §290.44 (h)).
 - (2) The use of pipe and pipe fittings that contain more than 8.0% lead or solder and flux that contain more than 0.2% lead is prohibited for any plumbing installation or repair of any residential or non-residential facility providing water for human consumption and connected to the District's facilities. (30 TAC §290.44 (b)) Customer service pipelines shall be installed by the Applicant and shall be a minimum SDR-26 PVC pipe.
 - (3) All pipe and fittings used by the Customer to convey sewage from its source to the sewer line must be D-3034, SDR-35 or equivalent, 4-inch diameter pipe or as required by the Sanitation Departments with jurisdiction. All wastewater and potable water service pipeline installations must be a minimum of nine (9) feet apart and meet all applicable plumbing standards for crossings, etc.
 - (4) Water service will be discontinued without further notice when installations of new facilities or repair of existing facilities are found to be in violation of this regulation. The Customer shall bear the cost of correcting the violation and shall bear the cost of proving the absence of lead to the satisfaction of the District. When the violation is corrected, an inspection must be performed by the District, at the expense of the Customer, before service will be re-connected.
- c.* A Customer having more than one (1) account shall keep all payments current on all accounts. Failure to maintain current status on all accounts shall be enforceable as per the Service Application and Agreement executed by the Customer.
- d.* The District's ownership and maintenance responsibility of water supply and meter equipment shall end at the meter. Therefore, all water usage registering upon and/or damages occurring to the metering equipment owned and maintained by the District

shall be subject to charges as determined by the District's Board of Directors on a case-by-case basis.

- e.* The District shall require each Customer to provide a cut-off valve on the Customer's side of the meter for purposes of isolating the Customer's service pipeline and plumbing facilities from the District's water pressure. The Customer's use of the District's cut-off valve for such purposes is prohibited. Any damage to the District's equipment shall be subject to service charges. (30 TAC §291.86(a)(2)(B)).