

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
\$1200.00 - Parts & labor to install meter - Non-refundable
\$200.00 - Aid to construction - Non-refundable

\$1500.00 - TOTAL FOR NEW METER INSTALLATION

The charge to transfer a meter is as follows:

\$100.00 - Deposit - Refundable
\$100.00 - Transfer fee - Non-refundable

\$200.00 - TOTAL TO TRANSFER A METER

2. The minimum rate is \$35.18, which includes 1/2 of 1% user fee, then \$3.02 for each 1,000 gallon thru 10,000 gallon. The next 10,000 gallon will be charged at the rate of \$4.02 for each additional 1,000 thru 20,000 gallon, the following 10,000 gallon will be charged at the rate of \$5.03 for each additional 1,000 thru 30,000 gallon, the next 10,000 gallon will be charged at the rate of \$7.04 for each additional 1,000 thru 40,000 gallon and any usage over 40,000 gallon will be charged at the rate of \$8.04 per 1,000 gallon. 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.

3. Meters are read monthly between the 21st and 25th and bills are sent at the end of the month. If your payment is not in the office by 3:00 PM on the 15th, or is postmarked later than the 15th of the month, it is considered late and a 15% penalty is added. If not paid by the 25th, the meter will be locked. Meters are locked or pulled only on days that are followed by regular SUD working days.

4. Chalk Hill Special Utility District is not responsible for mail delivery! If you have an address change, it is your responsibility to contact the office. All bills are to be paid at the office or mailed to the business address by the 15th of the month. A check or money order should be used when paying by mail.

5. When a meter is disconnected for non-payment of account, there will be a charge of \$50.00 plus all of the past due bill. If the meter is unlocked after normal office hours, the charge will be \$100.00.

6. 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.

7. Only one family may use water from each meter. If more than one family is tied onto one meter, they will be subject to a fine and/or forfeiture of deposit.

8. There must not be any cross connections! Your well and our system must not be connected. This is to avoid health problems and is a regulation set by the T.C.E.Q.

9. 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.

10. 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.

11. Meters are the property of the SUD and are only to be removed by the SUD. The following is a list of possible reasons for meter locking or removal, nonlimiting:

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.*

12. We ask your cooperation in maintaining a good system. Please check with the office or call (903) 643-2927 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.

13. **Call (903) 643-2927 for any problems.** If it is billing or new service, **the office is open 8 to 3, Monday through Friday.** If there is a break or water outage, please call (903) 643-2927 as soon as possible.

14. The above policies will help you understand how we operate the Chalk Hill Special Utility District. They are not meant to cover every set of circumstances and are subject to change.

15. *WARNING ! WARNING !*

In 1996, Chalk Hill Special Utility District began a backflow prevention program by installing dual check valves on every new service meter to prevent foreign substances from entering your public water supply due to **cross-connections** that can occur at individual residence. We are also in the process of adding these check valves to existing services.

However, by installing these devices, a **closed-system** may be created at individual residence. Thermal expansion occurs when water is over heated and excessive pressure is present. Water heaters are equipped with a **temperature and pressure relief valve** to disperse both excessive heat and pressure should this occur.

However, should the TPR valve mal-function, there is a possibility of explosion. It is recommended to test the TPR valve every 6 months to ensure proper operation. Should the TPR valve mal-function, have a qualified individual replace it. For other TPR devices available consult your plumber or water heater supplier. **NEVER** plug a TPR valve or obstruct it's opening in any manner.

For any questions regarding this notice please contact our office.