

Four Way Special Utility District

411 North Main Street, Huntington TX, 75949-8420

phone: 936.422.4188
fax: 936.876.4012
email: fourwaywater@windstream.net
fourwaywater.com

NEW CUSTOMER INFORMATION

Thank you for becoming a customer of the Four Way Special Utility District. We look forward to serving your water utility needs.

The water bill consists of a monthly availability charge of \$23.00 plus charges for actual water used at the rate of \$0.36 per every one hundred gallons. All bills are mailed on the last working day of each month so that you receive it on or around the 1st day of the following month. All bills become past due after the 15th of the month, at which time a \$5.00 penalty is added. Payment must be received in the office or postmarked by the 15th to avoid the late penalty. Disconnect notices are mailed to all accounts with an outstanding balance on the 16th of the month. This notice will state the day that service will be disconnected if not paid. If the meter is turned off or locked because of a delinquent bill, or paid to the operator on site to avoid disconnection, a service trip fee of \$30.00 is charged.

There is a charge of \$1280.00 for a new deposit and meter set. This includes a \$100.00 deposit fee (\$150.00 deposit fee for rental property), and \$1180.00 for installation fees. The deposit is the only amount that is refundable if you ever discontinue service. Any cost of engineering services required for your installation will be added to the cost of service. Road bores, line extensions, and/or road crossings will be paid for entirely by the new customer in addition to the standard fees to obtain service.

The Texas Commission on Environmental Quality has adopted a rule that makes it mandatory that your plumbing facilities be inspected before Four Way SUD can provide you with continuous water service. We request that you make an appointment that you could meet with our representative for this inspection. Failure to have your plumbing facilities inspected could cause an interruption in your water service.

On October 01, 2004, the Four Way Special Utility District (SUD) changed the disinfectant that we use from chlorine to chloramines. This change is intended to benefit customers by reducing the levels of disinfection byproducts (DBPs) in the system, while still providing protection from waterborne disease.

However, the change to chloramines can cause problems to persons dependent on dialysis machines. A condition known as hemolytic anemia can occur if the disinfectant is not completely removed from the water that is used for dialysis. Consequently, the pretreatment scheme used for the dialysis units must include some means, such as charcoal filter, for removing the chloramine. Medical facilities should determine if additional precautions are required for other medical equipment.

In addition, chloraminated water may be toxic to fish. If you have a fish tank, please make sure that the chemicals or filters that you are using are designed for use in water that has been treated with chloramines. You may also need to change the type of filter you use for the fish tank.

If you need further information, please feel free to call or come by the office. Our office hours are 8:00 AM until noon, and 1:00 PM until 5:00 PM, Monday through Friday.

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CUSTOMER CONFIDENTIALITY REQUEST

You can now request that personal information contained in our utility records not be released to unauthorized persons. The Texas legislature enacted a bill, effective September 1, 1993 allowing Districts to give their customers the option of making the customer's address, telephone number, account records, and social security number confidential. (Texas Utility Code Confidential, Subchapter B. 182.052 (a))

IS THERE A CHARGE FOR THIS SERVICE?

Yes. There is a one-time charge of \$2.50 to cover the cost of postage and implementation which must be paid at the time of request.

HOW CAN YOU REQUEST THIS?

Simply complete the form at the bottom of this page and return it with your payment of \$2.50 to:

**Four Way Special Utility District
411 N Main St.
Huntington, TX 75949-8420**

Your response is not necessary if you do not want this service. WE MUST STILL PROVIDE THIS INFORMATION UNDER LAW TO CERTAIN PERSONS.

We must still provide this information to:

- (1) an official or employee of the state or a political subdivision of the state, or the federal government acting in an official capacity;
- (2) an employee of a utility acting in connection with the employee's duties;
- (3) a consumer reporting agency;
- (4) a contractor or subcontractor approved by and providing services to the utility or to the state, a political subdivision of the state, the federal government, or an agency of the state or the federal government;
- (5) a person for whom the customer has contractually waived confidentiality for personal information; or
- (6) another entity that provides water, wastewater, sewer, gas, garbage, electricity, or drainage service for compensation.

Detach and Return This Section

Yes, I want you to make my personal information (address, telephone number, and social security number) confidential. I have enclosed my payment of \$2.50 for this service.

Account Number _____ Telephone Number _____

Name of Account Holder _____

Address _____

City, State, Zip Code _____

Signature of Customer



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SERVICE APPLICATION AND AGREEMENT

DATE: _____ ACCOUNT No: _____

OWNER RENTER/RENT TO OWN OWNER FINANCE

APPLICANT'S NAME: _____

CO-APPLICANT'S NAME: _____

CURRENT BILLING ADDRESS:

FUTURE BILLING ADDRESS:

PHONE NUMBER - Home (_____) _____ - _____ Work (_____) _____ - _____

PROOF OF OWNERSHIP PROVIDED BY _____

DRIVER'S LICENSE NUMBER OF APPLICANT _____

LEGAL DESCRIPTION OF PROPERTY (Include name of road, subdivision with lot and block number)

PREVIOUS OWNER'S NAME AND ADDRESS

ACREAGE _____

HOUSEHOLD SIZE _____

NUMBER IN FAMILY _____

LIVESTOCK & NUMBER _____

SPECIAL SERVICE NEEDS OF APPLICANT: _____

NOTE: FORM MUST BE COMPLETED BY APPLICANT ONLY.

The following information is requested by the Federal Government in order to monitor compliance with Federal laws prohibiting discrimination against applicants seeking to participate in this program. You are not required to furnish this information, but are encouraged to do so. This information will not be used in evaluating your application or to discriminate against you in any way. However, if you choose not to furnish it, we are required to note the race/national origin of individual applicants on the basis of visual observation or surname.

White, Not of Hispanic Origin Black, Not of Hispanic Origin American Indian or Alaskan Native Hispanic Asian or Pacific Islander Other (Specify) Male Female

EQUAL OPPORTUNITY PROGRAM



AGREEMENT made this ____ day of _____, 20 _____, between **Four Way Special Utility District**, a district organized under the laws of the State of Texas (hereinafter called the District) and _____(hereinafter called Applicant and/or Customer.

(print name)

Witnesseth:

The District shall sell and deliver water service to the Applicant and Applicant shall purchase, receive, and/or reserve water service from the District in accordance with the Service Policy of the District as amended from time to time by the Board of Directors of the District.

The Customer shall pay the District for service hereunder as determined by the District's Service Policy and upon the terms and conditions set forth therein, a copy of which has been provided as an information packet, for which Customer acknowledges receipt hereof by execution of this Agreement.

The Board of Directors shall have the authority to cancel the Customer's Account for not complying with any policy or not paying any utility fees or charges as required by the District's published rates, fees, and conditions of service.

All water shall be metered by meters to be furnished and installed by the District. The meter and/or connection is for the sole use of the customer and is to serve water to only one (1) dwelling or one (1) business. Extension of pipe or pipes to transfer water from one property to another, to share, resell, or sub-meter water to any other persons, dwellings, business, and/or property, etc., is prohibited.

In the event the total water supply is insufficient to meet all of the needs of the Customers, or in the event there is a shortage of water, the District may initiate the Emergency Rationing Program as specified in the District's Drought Contingency Plan. By execution by the Applicant of this Agreement, Applicant hereby shall comply with the terms of said plan.

The District shall have the right to locate a water service meter and the pipe necessary to connect the meter on the Customer's property at a point to be chosen by the District, and shall have access to its property and equipment located upon Customer's premises at all reasonable and necessary times for any purpose connected with or in the furtherance of its business operations, and upon discontinuance of service the District shall have the right to remove any of its equipment from the Customer's property. The Customer shall install at their own expense any necessary service lines from the District's facilities and equipment to the point of use, including any customer service isolation valves, backflow prevention devices, clean-outs, and other equipment as may be specified by the District. The District shall also have access to the Customer's property for the purpose of inspecting for possible cross-connections and other undesirable plumbing practices.

The District is responsible for protecting the drinking water supply from contamination or pollution which could result from improper plumbing practices. This service agreement serves as notice to each customer of the plumbing practices. This service agreement serves as notice to each customer of the plumbing restrictions which are in place to provide this protection. The District shall enforce these restrictions to ensure the public health and welfare. The following undesirable plumbing practices are prohibited by state regulations:



- a. No direct connection between the public drinking water supply and a potential source of contamination is permitted. Potential sources of contamination shall be isolated from the public water system by an air gap or an appropriate backflow prevention assembly in accordance with state plumbing regulation. Additionally, all pressure relief valves and thermal expansion devices must be in compliance with state plumbing codes.
- b. No cross-connection between the public drinking water supply and a private water system is permitted. These potential threats to the public drinking water supply shall be eliminated at the service connection by the proper installation of an air-gap or a reduced pressure-zone backflow prevention assembly and a service agreement must exist for annual inspection and testing by a certified backflow prevention device tester.
- c. No connection which allows condensing, cooling or industrial process water to be returned to the public drinking water supply is permitted.
- d. No pipe or pipe fitting which contains more than 0.25% lead may be used for the installation or repair of plumbing on or after July 1, 1988 at any connection which provides water for human consumption.
- e. No solder or flux which contains more than 0.2% lead may be used for the installation or repair of plumbing on or after July 1, 1988, at any connection which provides water for human consumption.

The District shall maintain a copy of this agreement as long as the Customer and/or premises are connected to the public water system. The Customer shall allow his property to be inspected for possible cross-connections and other undesirable plumbing practices. These inspections shall be conducted by the District or its designated agent prior to initiation service and periodically thereafter. The inspections shall be conducted during the District's normal business hours. The District shall notify the Customer in writing of any cross-connections or other undesirable plumbing practices which have been identified during the initial or subsequent inspection. The Customer shall immediately correct any undesirable plumbing practice on their premises. The Customer shall, at his expense, properly install, test, and maintain any backflow prevention device required by the District. Copies of all testing and maintenance records shall be provided to the District as required. Failure to comply with the terms of the service agreement shall cause the District to terminate service or properly install, test, and maintain an appropriate backflow prevention device at the service connection. Any expenses associated with the enforcement of this agreement shall be billed to the Customer.

The District hereby notifies the Customer that in the event that any backflow prevention devices are installed on a water service, the device creates a closed system for the Customer which helps to ensure the health and safety of all customers from possible cross connection contamination. The Customer is warned that as a result of the installation of backflow prevention devices, the possibility of thermal expansion is present within the Customer's closed system. To prevent possible damage or harm from thermal expansion, all Customers shall install and maintain adequate thermal and/or pressure relief valves on all hot water heaters attached to the Customer's service lines. For further information regarding backflow prevention devices, closed systems or thermal expansion, please contact the District.

By execution hereof, the Customer shall hold the District harmless from any and all claims for damages caused by service interruptions due to waterline breaks by utility or like contractors, tampering by other Customers/Users of the District, normal failures of the system, or other events beyond the District's control.

The Customer shall grant to the District, now or in the future, any easements of right-of-way for the purpose of installing, maintaining, and operating such pipelines, meters, valves, and any other such equipment which may be deemed necessary by the District to extend or improve service for existing or future Customers, on such forms as required by the District.

The District's authorized employees shall have access to the Customer's property or premises at all reasonable times for the purpose of inspecting for possible violations of the District's policies or Texas Commission on

Environmental Quality (TCEQ). The District strictly prohibits the connection of service pipelines from its water service meter to any private well or other unknown water supply.

By execution of this Service Application and Agreement, Applicant shall guarantee payment of all other rates, fees, and charges due to the District. Said guarantee shall pledge any and all Customer deposits against any balance due the District. Liquidation of said Customer deposits shall give rise to discontinuance of water utility service under the terms and conditions of the District's Service Policy.

By execution of this Service Application and Agreement, Applicant agrees that non-compliance with the terms of this Agreement by said Applicant shall constitute denial or discontinuance of service until such time as the violation is corrected to the satisfaction of the District.

Any misrepresentation of the facts by the Applicant on any of the pages of this form shall result in discontinuance of service pursuant to the terms and conditions of the District's Service Policy.

Applicant

Four Way Special Utility District