



Owner
Application Packet

General Information
2032 E Hickory Hill Rd
Argyle, Texas 76226

Online Location – www.crosstimberswater.com

Office Hours: 8:00 A.M. TO 5:00 P.M. Monday through Friday

Metro Telephone Number: 940-584-0780 FAX: 940-584-0781

After Hours Emergencies: Call the office number and your message will be forwarded.

Residential and Commercial Water Rates

Effective January 2016

Base Service Charge

5/8 inch Meter	\$ 38.25 Base Service Charge
1 inch Meter	\$ 63.88 Base Service Charge
1 ½ inch Meter	\$ 127.38 Base Service Charge
2 inch Meter	\$ 203.88 Base Service Charge
3 inch Meter	\$ 382.50 Base Service Charge

Water Gallonage Rates

001 to 30,000 gal	\$ 3.25 Per 1,000 gal	100,001 to 150,000 gal	\$ 48.75 Per 1,000 gal
30,001 to 60,000 gal	\$ 5.30 Per 1,000 gal	150,001 to 200,000 gal	\$ 65.00 Per 1,000 gal
60,001 to 80,000 gal	\$ 14.65 Per 1,000 gal	200,001 to 300,000 gal	\$ 97.50 Per 1,000 gal
80,001 to 100,000 gal	\$ 32.50 Per 1,000 gal	Over 300,001 gal	\$ 130.00 Per 1,000 gal

Example Water Bills for 3/4 X 5/8 Residential Meter: (includes \$38.25 base rate)
(excludes Franchise Fees and TCEQ charges)

<u>Gallons</u>	<u>Amount</u>	<u>Gallons</u>	<u>Amount</u>
5,000	\$ 54.50	55,000	\$ 268.25
10,000	\$ 70.75	75,000	\$ 514.50
20,000	\$106.25	100,000	\$ 1,237.75
25,000	\$119.50	150,000	\$ 3,675.25
35,000	\$162.25	200,000	\$ 6,925.25
45,000	\$215.25	300,000	\$ 16,675.25

Rates Received:

Date:

(Member Signature)

Other Fees

Returned Check Fee:	\$ 25.00	Membership Fee:	\$ 150.00
Reconnection Fee:	\$ 25.00	Meter Testing Fee:	\$ 50.00
Service Trip Fee:	\$ 25.00	Late Penalty Fee:	5% of Unpaid Balance

TCEQ Regulatory Assessment: ½ of 1% of Water Charges.

Franchise Fees: Towns of Bartonville, Double Oak, and Copper Canyon: 2% of all water charges

Highland Village Charge: 4% of all charges and fees collected in Highland Village

New Meter Installation Fees: Contact Office

Due Dates

WE DO NOT ACCEPT POST MARK DATES. All payments must be in the possession of CTWSC by 8:00 a.m. the following business day after the due date. If the due date falls on a holiday or weekend, payments will be accepted until 5:00 P.M. the next business day after the due date. All payments must be in possession of the Corporation on the due date to avoid a five percent (5%) late fee.

If you prefer to mail your payment, we advise mailing seven (7) days in advance of the due date. We also provide an outside payment drop box for your convenience.

We cannot take payment transactions over the telephone. Bank draft and Automatic Credit Card payment are available on our website, – www.crosstimberswater.com.

Billing Questions

If you feel that there is a problem with your bill, please contact our office as soon as possible at 940-584-0780. This will ensure that your meter can be re-read promptly.

Other CROSS TIMBERS WATER SUPPLY CORPORATION Services:

- * Online Bank Draft
- * Online Credit Card
- * Deferred Payment Agreement
- * Catastrophic Water Loss Policy
- * Billing Authorization Agreement
- * Request for Service Discontinuance
- * Meter Test Authorization

The forms for these services are available at the office or via our website www.crosstimberswater.com

Please do not hesitate to call with any questions.

CROSS TIMBERS WATER SUPPLY CORPORATION

Membership Num.: _____

Account Num.: _____

Pursuant to House Bill 859, effective September 1, 1993, a non-profit water supply corporation can give its customers the option of making the customer's address, telephone No., social security No., etc. confidential by request. To request this service, please complete the form below.

MY RECORDS BE KEPT:

_____ **CONFIDENTIAL** _____ **OPEN**

SIGNATURE: _____

PRINT NAME: _____

Note: 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 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 electricity, or drainage service for compensation.

CROSS TIMBERS WATER SUPPLY CORPORATION

Membership Num.: _____

Account Num.: _____

SERVICE AGREEMENT

Agreement made this _____ day of _____, _____, between CROSS TIMBERS WATER SUPPLY CORPORATION, a Corporation organized under the laws of the State of Texas (hereinafter called the Corporation) and _____, (hereinafter called the Member).

WITNESSETH:

The Corporation agrees to sell and deliver water service to the Member and Member agrees to purchase and receive water service from the Corporation, in accordance with the By-Laws and rules and regulations of the Corporation as amended from time to time by the Corporation.

The Member shall pay the Corporation for service hereunder at the rates and upon the terms and conditions set forth in the rate schedule adopted from time to time by the Corporation's Board of Directors.

The Board of Directors shall have the authority to sell the membership of any Member in the event of nonpayment of any charges of assessments owing by said Member within thirty (30) days after demand for payment by mail, properly addressed to such delinquent Member. The proceeds of any sale of Membership over and above the amount due the Corporation shall be paid to the delinquent Member. In lieu of such sale of Membership, the Board of Directors may purchase the Membership on behalf of the Corporation at a price determined by the Board to be fair value of the Membership, provided that in the event of either a sale of the Membership or the purchase thereof by the Corporation the proceeds shall first be applied to the payment of any indebtedness due the Corporation by the delinquent Member.

In the event the Member shall breach this agreement by (1) refusing or failing, without just cause, to connect to the Corporation's facility and use same as soon as the facility is available, or (2) refusing or failing, without just cause, to pay the minimum monthly water rate as established by the Corporation, upon the occurrence of either of said events the Member agrees to pay the Corporation a lump sum of Three Hundred Dollars (\$300.00) as liquidated damages.

All water shall be metered by meters to be furnished and installed by the Corporation. The meter and/or connection is for the sole use of the Member or Customer and is to serve water to only one dwelling or only one business, and does not permit the extension of pipe or pipes to transfer water from one property to another, nor share, resell, or sub-meter water to any other persons, dwelling, business, property, etc.

In the event the total water supply be insufficient to meet all of the needs of the Members, or in the event there is a shortage of water, the Corporation may prorate the water available among the various Members on such basis as is deemed equitable by the Board of Directors, and may also prescribe a schedule of hours covering the use of water for garden purposes by particular Members and require adherence thereto to prohibit the use of water for garden purposes; provided that, if at any time the total water supply be insufficient to all of the needs of all Members, the Corporation must first satisfy all of the needs of all Members for domestic purposes before supplying any water for livestock purposes and must satisfy all the needs of the Members for both domestic and livestock purposes before supplying any water for gardening purposes.

The Member shall install at his own expense a service line from the water meter connection to the point of use.

To the extent allowed by law, the Member hereby agrees to indemnify the Corporation against and hold the Corporation harmless from any and all actions, causes of action, lawsuits, claims, damages or injuries of whatever nature or type, both real and personal, which might arise out of negligence of the Member, its agents or employees, in the installation, operation or use of the water line from the

point where the Member ties on to the Corporation's water meter to the final destination of the line installed by the Member.

The Corporation shall have the right to locate the water service meter and the pipe necessary to connect the meter on the property of the Members at a point to be chosen by the Corporation, and shall have access to its property and equipment located upon Member's premises at all reasonable times for any purpose connected with or in the furtherance of its business operations, and upon discontinuance of service shall have the right to remove any of its property from the Member's premises.

The Corporation's authorized employees shall have access to the Member's property or premises at all reasonable times for the purpose of inspecting for possible violations between the Water Supply Corporation's system and any unknown or non potable water supply, as well as any other undesirable plumbing practices as described by the appropriate regulatory authority.

A non-refundable connection fee or charge, also referred to as a tap fee or charge or installation fee or charge, and a non-refundable capital expansion fee shall be required of all Members as a condition of receiving water service from the Corporation.

New Member

Address

City, State and Zip Code

Accepted and Approved

Cross Timbers WSC Representative

CROSS TIMBERS WATER SUPPLY CORPORATION

Membership Num.: _____

Account Num.: _____

PLUMBING AGREEMENT

- I. **PURPOSE.** The Cross Timbers WSC is responsible for protecting the drinking water supply from contamination or pollution which could result from improper plumbing practices. The purpose of this service agreement is to notify each customer of the plumbing restrictions, which are in place to provide this protection. The utility enforces these restrictions to ensure the public health and welfare. Each customer must sign this agreement before the Cross Timbers WSC will begin service. In addition, when service to an existing connection has been suspended or terminated, the Cross Timbers WSC will not re-establish service unless it has a signed copy of this agreement.
- II. **PLUMBING RESTRICTIONS.** 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 device.
 - 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 installation of an air-gap or a reduced pressure-zone backflow prevention device.
 - C. No connection, which allows water to be returned to the public drinking water supply, is permitted.
 - D. No pipe or pipe fitting which contains more than 8.0% lead may be used for the installation or repair of plumbing at any connection, which provides water for human use.
 - E. No solder or flux, which contains more than 0.2 percent lead, can be used for the installation or repair of plumbing at any connection, which provides water for human use.
- III. **SERVICE AGREEMENT.** The following are the terms of the service agreement between the Cross Timbers WSC (the Water System) and _____ (the Customer).
- A. The Water System will maintain a copy of this agreement as long as the Customer and/or the premise is connected to the Water System.
 - B. 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 Water System or its designated agent prior to initiating service and periodically thereafter. The inspections shall be conducted during the Water System's normal business hours.
 - C. The Water System shall notify the Customer in writing of any cross-connection or other undesirable plumbing practice, which has been identified during the initial inspection or the periodic re-inspection.
 - D. The Customer shall immediately correct any undesirable plumbing practice on his premises.
 - E. The Customer shall, at his expense, properly install, test, and maintain any backflow prevention device required by the Water System. Copies of all testing and maintenance records shall be provided to the Water System.
- IV. **ENFORCEMENT.** If the Customer fails to comply with the terms of the Service Agreement, the Water System shall, at its option, 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.

Customer's Name (Please Print)

Customer's Service Address

Customer's City, State, Zip Code

CUSTOMER'S SIGNATURE: _____

DATE: _____

CROSS TIMBERS WATER SUPPLY CORPORATION

Membership Num.: _____

Account Num.: _____

ELECTRONIC METER AGREEMENT

I understand that the metering device for my water service is a radio frequency based meter. I also understand that because of its technology this meter has a much higher cost than a standard water meter, and if damaged, I will be liable for the replacement cost and labor.

Furthermore, I understand that any interference with the proper operation of this meter including electric fields, magnetic fields, tampering with the physical appearance or function of and modification in any way constitutes damage to the meter. I agree that I will be held liable for replacement upon damage and understand that failure to pay any associated charges billed by CTWSC within the allowed time will result in disconnection of water service.

Customer's Name (Please Print)

Customer's Service Address

Customer's City, State, Zip Code

CUSTOMER'S SIGNATURE: _____

DATE: _____