

SECTION G.

RATES AND SERVICE FEES

UNLESS SPECIFICALLY DEFINED IN THIS SERVICE POLICY, ALL FEES, RATES, AND CHARGES AS STATED HEREIN SHALL BE NON-REFUNDABLE.

1. ***Classes of Users*** -- All users of the District's water and/or sewer services shall be classified as either: standard or non-standard service, as further defined in Section E and Section F of this Service Policy. Either class of users may be further classified into sub-classes according to the meter size by which service is provided.

2. ***Service Investigation Fee.*** The District shall conduct a service investigation for each service application submitted to the District. An initial determination shall be made by the District, without charge, as to whether the service request is Standard or Non-Standard. An investigation shall then be conducted and the results reported under the following terms:
 - a. All Standard Service requests shall be investigated without charge and all applicable costs for providing service shall be quoted in writing to the Applicant within ten (10) working days of application.
 - b. All Non-Standard Service requests shall be subject to a fee, appropriate to each project, of sufficient amount to cover all administrative, legal, and engineering fees required by the District to:
 1. provide cost estimates of the project,
 2. develop detailed plans and specifications as per final plat,
 3. advertise and accept bids for the project,
 4. execute a Non-Standard Service Contract with the Applicant, and
 5. provide other services as required by the District for such investigation.

3. ***Deposit.***
 - a. At the time the application for service is approved, an Applicant for standard service shall pay an account Deposit which will be held by the District, without interest, until settlement of the customer's final bill. The Deposit will be used to offset final billing charges of the account. In the event that a surplus of FIVE DOLLARS (\$5.00) or more of the Deposit remains after the final billing is settled, the balance will be paid to the customer within 45 days, when the District is given a suitable address. All requests for refunds shall be made in writing and must be filed within 90 days of termination. In the event that an outstanding balance exists after the Deposit is applied, the District shall attempt to collect the outstanding balance by all lawful means available.
 1. The Deposit for water service is \$275.00 for each service unit.
 2. The Deposit for wastewater service is \$150.00 for each service unit if applicable.
 3. The Deposit for oversized or Master Metered Accounts shall be based on multiples of meter size equivalence or actual connections served.
 - b. If the District is not provided with a suitable address to send the balance of a deposit or if after sending the balance it is returned by the postal service, the District will hold the funds for the customer to claim for a period of three years. After the three year holding period has expired, the District will turn the money over to the Texas Comptroller's Office. The customer may still claim their deposit once deposited with the Comptroller's Office.

4. ***Easement Fee.*** When the District determines that dedicated easements and/or facilities sites are

necessary to provide service to the Applicant, the Applicant shall be required to make good faith efforts to secure the necessary easements and/or sites in behalf of the District and/or pay all costs incurred by the District in validating, clearing, and retaining such easements or sites in addition to tap fees otherwise required pursuant to the provisions of this Service Policy. The costs may include all legal fees and expenses necessary to attempt to secure such easements and/or facilities sites in behalf of the District. Standard one page filing done by RHSUD is \$40.00

5. Service Impact Fee. The District shall charge a water service impact fee as follows:

- a. **Standard Service** shall include all current labor, materials, engineering, legal, customer service inspection, and administrative costs necessary to provide individual metered water (or wastewater) service shall be charged on a per tap basis as follows:

Meter Size	Meter Equivalents (5/8" x 3/4")	Service Impact Fee
5/8" X 3/4"	1	2,025.00
1"	1.5	3,037.50
1 1/2"	2.5	5,062.50
2"	5.0	10,125.00
3"	16.0	32,400.00
4"	25.0	50,625.00

Larger Sizes will be determined on an individual basis using meter size equivalents.

Line Size	Sewer Installation (Tap) Fee
4 "	N/A
6"	N/A

- b. **Non-Standard Service** shall include any and all construction labor and materials, inspection, administration, legal, and engineering fees, as determined by the District under the rules of Section F of this Service Policy.
- c. **Extra Ordinary Expenses of Standard and Non-Standard Service Installations** shall include all costs of any pipeline relocations, road bores, street crossings, line extensions and system improvements as per Section E.2. (d) (6) of this Service Policy or other system improvements.

6. Installation Fee. The District shall charge an installation fee or connection fee for service as follows:

- a. **Standard Service** shall include all current labor, materials, engineering, legal customer service inspection, and administrative cost necessary to provide individual metered water or wastewater service and shall be charged on a per tap basis as computed immediately prior to such time as meter service is requested and installed. Standard Installation Fee for a 5/8" X 3/4" meter is \$950.00.
- b. **Non-Standard Service** shall include any and all construction labor and materials, inspection, administration, legal and engineering fees as determined by the District under the rules of Section F of this Rate Order.
- c. **Standard and Non-Standard Service** Installations shall include all costs of any pipeline relocations as per Section E.2.(6) of this Rate Order.

7. Monthly Charges.

- a. **Service Availability Charge**
 - (1) Water Service - The monthly charge for metered water service, which does not include allowable gallonage, is based on demand by meter size. Each charge is assessed based on the

number of 5/8" X 3/4" meters (as per American Water Works Association maximum continuous flow specifications -- see Miscellaneous) equivalent to the size indicated and is used as a base multiplier for the Service Availability Charge and any allowable gallonage. Rates and equivalents are as follows:

METER SIZE	5/8" X 3/4" METER EQUIVALENTS	MONTHLY RATE
5/8" X 3/4"	1.0	\$ 39.00
3/4"	1.5	\$ 58.50
1"	2.5	\$ 97.50
1 1/2"	5.0	\$ 195.00
2"	8.0	\$ 312.00
3" DISP.	15.0	\$ 585.00
3" CMPD.	16.0	\$ 624.00
3" TURB.	17.5	\$ 682.50
4" CMPD.	25.0	\$ 975.00
4" TURB.	30.0	\$1170.00
6" CMPD.	50.0	\$1950.00
6" TURB.	62.5	\$2437.50
8" CMPD.	80.0	\$3120.00

(2) Sewer Service - The monthly charge for standard sewer service on a per tap basis is as follows:
Not applicable.

b. **Gallonage Charge** - In addition to the Service Availability Charge, a gallonage charge shall be added at the following rates for usage during any one (1) billing period.

- (1) Water - \$ 6.75 per 1,000 gallons for any gallonage 0 to 4,000 gallons.
- \$ 9.00 per 1,000 gallons for any gallonage 4,001 to 7,000 gallons.
- \$ 11.25 per 1,000 gallons for any gallonage 7,001 to 10,000 gallons.
- \$ 12.00 per 1,000 gallons for any gallonage 10,001 to 15,000 gallons.
- \$ 13.00 per 1,000 gallons for any gallonage 15,001 and up.

(2) Sewer – Not applicable.

(3) The District shall, as required by Section 5.235, Water Code, collect from each of its retail customers a regulatory assessment equal to one-half of one percent of the charge for retail water or wastewater service. This charge shall be collected in addition to other charges for utility service. This fee is collected on all charges pertaining to Section G.6. Monthly Charges of this Service Policy.

(4) The District shall collect from each resident with service within the city limits of City of Post Oak Bend a franchise fee equal to two percent (2%) of the charge for retail water or wastewater service. This charge shall be collected in addition to other charges for utility service. This fee is collected on all charges pertaining to Section G.6 Monthly Charges of this Service Policy.

8. **Reserve Water Fee.** Upon application of service, a monthly charge of 39.00 for undeveloped property (a tract, lot or reserve in the District to which no vertical improvements and water or wastewater connections have been made to serve the property and for which water or wastewater facilities and services are available) will be charged within the District for the availability of water (or wastewater) service. The Reserve Water Fee is separate from any other fee that may be charged to the property or any part of the property for actual service.

- (1) The Reserve Water Fee is a personal obligation of the person owning the property assessed on 25th of each month, and must be paid by that person to the District each month that it is assessed, even if title to that property subsequently transfers to another. The Reserve Water Fee must be paid by 10th of the following month.
- (2) Upon failure to pay the Reserve Water Fee, the District will refuse to provide service to the property, or to any portion of the property, until all delinquent Reserve Water Fees have been paid.
- (3) This fee will terminate upon installation of a water meter and standard service is provided.

In addition, the District may file suit to enforce the lien for the unpaid amount that attaches to the property on the 60th day following assessment of the Reserve Fee and accrued interest. In addition to recovery of the amount secured by the lien, the District will request assessment of its reasonable costs, including attorney's fee, not to exceed twenty percent (20%) of the delinquent fee and the accrued interest.

9. **Late Payment Fee.** Once per billing period, a penalty of \$15.00 shall be applied to delinquent bills. This late payment penalty shall not be applied to any balance to which the penalty was applied in a previous billing, but shall be applied to any unpaid balance during the current billing period.
10. **Returned Check Fee.** In the event a check, draft, or any other similar instrument is given by a person, firm, District, or partnership to the District for payment of services provided for in this Service Policy, and the instrument is returned by the bank or other similar institution as insufficient or non-negotiable for any reason, the account for which the instrument was issued shall be assessed a return check charge of \$50.00.
11. **Real Estate Inspection Fee.** In order to perform inspections of properties for sale, service can be restore for a 7 hour period from 9:00 am to 4:00 pm on normal business days, Monday through Friday, for a charge of \$100.00. A two day advanced notice is required.
12. **Lock Fee.** The District shall charge a fee of \$50.00 per account if a meter is locked for non-payment, NSF check, failure to meet District Policies, or any other reason outlined in Section E (11). If locked all monies owed, past due and current, lock fees and reconnect fees, are payable before service is restored.
13. **Reconnect Fee (Re-Service Fee).** The District shall charge a fee of \$ 50.00 for reconnecting service after the District has previously disconnected the service for any reason provided for in this Service Policy except for activation of service under Section E.3.b. Re-Service.
14. **Service Trip Fee.** The District shall charge a trip fee of \$50.00 for any service call or trip to the Customer's tap as a result of a request by the Customer or resident (unless the service call is in response to damage of the District's or another Customer's facilities) or for the purpose of disconnecting or collecting payment for services.
15. **Fee for Unauthorized Actions.** If the District's facilities or equipment have been damaged by tampering, by-passing, installing unauthorized taps, reconnecting service without authority, or other service diversion, a fee shall be charged equal to the actual costs for all labor, material, and equipment necessary for repair or replacement of the District's facilities and shall be paid before service is re-established. The fee shall also include the actual costs for all labor, material, equipment, and other actions necessary to correct service diversions, unauthorized taps, or reconnection of service without

authorization. All components of this fee will be itemized, and a statement shall be provided to the Customer. If the District's facilities or equipment have been damaged due to unauthorized use of the District's equipment, easements, or meter shut-off valve or due to other unauthorized acts by the Customer for which the District incurs losses or damages, the Customer shall be liable for all labor and material charges incurred as a result of said acts or negligence. Note: Payment of this fee will not preclude the District from requesting appropriate criminal prosecution.

16. **Customer History Report Fee.** A fee of \$ 5.00 shall be charged to provide a copy of the Customer's record of past water (or sewer service) purchases in response to a Customer's request for such a record.
17. **Meter Test Fee.** The District shall test a Customer's meter upon written request of the Customer. Under the terms of Section E of this Service Policy, a charge of \$ 150.00 shall be imposed on the affected account.
18. **Non-Disclosure Fee.** A fee of \$ 5.00 shall be assessed any customer requesting in writing that personal information under the terms of this Service Policy not be disclosed to the public.
19. **Information Disclosure Fee.** All public information, except that which has been individually requested as confidential, shall be available to the public for a fee to be determined by the district based on the level of service and costs to provide such information, but not to be inconsistent with the terms of the Texas Public Information Act, Chapter 552, of the Texas Government Code.
20. **Customer Service Inspection Fee.** A fee of \$ 75.00 will be assessed each Applicant before permanent continuous service is provided to new construction or new service. If an additional inspection is required in additional fee will be charge.
21. **Franchise Fee Assessment.** A fee of 2 % of the amount billed for water service will be assessed each customer whose meter is located inside the corporate limits of the City of Post Oak Bend, Texas, as required by the City.
22. **Regulatory Assessment.** A fee of 0.5% of the amount billed for water/sewer service will be assessed each customer as required under Texas law and TCEQ regulations.
23. **Additional Assessments.** In the event any federal, state or local government imposes on the District a "per meter" fee or an assessment based on a percent of water/sewer use or charges, this fee or assessment will be billed and collected as a "pass through" charge to the customer.
24. **Meter Relocation Fee.** The fee for moving a meter from one location to another under the terms of Section E.18 shall be the actual costs incurred by the district plus administrative charges, or a minimum fee of \$1200.00. Upon removal of the existing meter, the district shall remove the existing service tap.
25. **After Hours Service Trip Fee.** A fee of \$100.00 will assessed if an operator is called to a residence for service to the customer's private line after normal business hours.
26. **Other Fees.** The actual and reasonable costs for any services outside the normal scope of utility operations that the District may be compelled to provide at the request of a Customer shall be charged to the Customer.