

## **Non Standard Packet For Master Meters**

**Master Meter** – A meter that serves two or more connections and is installed in accordance with the requirements set forth in this Section.

**Sub metering Responsibility** – Sub metering and Non-Sub metering by Master Metered Accounts may be allowed in the District’s water distribution system provided the Master Meter Account customer complies with the Texas Commission on Environmental Quality Chapter 291 Subchapter H rules pertaining to Sub metering. The District has no jurisdiction over or responsibility to the tenants. Tenants receiving water under a Master Meter Account are not considered customers of the District. Any interruption or impairment of water service to the tenants is the responsibility of the Master Metered Account Customer.

### **Service Rules and Regulations**

**Service Entitlement:** An applicant requesting service within the boundaries of the District or the District’s defined service area shall be considered qualified and entitled to water utility 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.

#### **Application Procedures and Requirements:**

**Non-Standard Service** – any service request, which requires a larger meter service, service to a Master Meter, or an addition to the supply, storage and/or distribution system. The service requirements as prescribed by Section F of the District’s Service Policy shall be required of the Non-Standard Service Applicant prior to providing service.

#### **Requirements:**

- i) The District’s Service Application and Agreement Form shall be completed in full and signed by the Applicant.
- ii) If necessary, A Right-of-Way Easement Form, or other such easement form, approved by the District, must be completed by the Applicant for the purpose of providing water to the applicant.
- iii) On request, the District shall install an individual meter owned by the District in an apartment house, manufactured home rental community, multiple use facility, or condominium, unless the District determines that installation of meters is not feasible, the property owner or manager shall install a plumbing system that is compatible with the installation of sub meters or individual meters. The District shall be entitled to the payment of costs, including the costs of individual meter installations. The cost of individual meter installation shall be prepaid by the property owner as well as the cost of any additional facilities or supply occasioned by the total water service demand represented by full occupancy of the property.
- iv) The District shall consider master metering and/or non-standard service to apartments, condos, trailer/RV parks, or business centers and other similar type enterprises at an Applicant’s request provided the total number of units to be served are all:

- a. Owned by the same person, partnership, cooperative, corporation, agency, public or private organization of any type but not including a family unit,
  - b. Directly inaccessible to public right-of-way, and
  - c. Considered a commercial enterprise; i.e. for business, rental, or lease purposes.
- v) Notice of application approval and costs 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.

**Activation of Service:**

- a) **New Tap** – The District shall charge a non-refundable service installation fee and refundable deposit as required under Section G of the District’s Service Policy. The service installation fee shall be quoted in writing to the Applicant. All fees shall be paid in advance of installation.
- b) **Performance of Work** – After proper authorities grant approval, all tap and equipment installations specified by the District shall be completed by the District staff or designated representative. No person, other than the properly authorized agent of the District, shall be permitted to tap or make any repairs of additions to or alterations in any tap, pipe, cock or other fixture connected with the water service pipe. The tap shall be completed within fourteen (14) working days after approval of existing utilities and obtaining permits if necessary and receipt of payment of quoted fees. This time may be extended for installation of equipment for Non-Standard Service Requests.
- c) **Service Availability Charge** – The monthly charge for water service shall begin upon installation of service connection, which may or may not include allowable gallonage, is based on demand by meter size.
- d) **Inspection of Customer Service Facilities** – The property of and the facilities at the service connection shall be inspected to ensure compliance with the state required Minimum Acceptable Operating Practices for Public Drinking Water Systems as promulgated by the Texas Commission on Environmental Quality or successor agency. The customer must, at his/her expense, properly install, test, and maintain any backflow prevention assembly(s) required by the District.

**Prohibited Plumbing Practices**

- a) No direct connection between the public drinking water supply and a potential source of contamination is permitted. Potential sources of contamination will be isolated from the public water system by an air gap or an appropriate backflow prevention assembly(s).
- b) No cross-connection between the water supply and a private well is permitted. These potential threats to the public drinking water supply must be eliminated at the service connection by the installation of an air gap no less than 18 inches.
- 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 8% 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% lead can be used for the installation or repair of plumbing at any connection, which provide water for human use.

**Denial of Service:**

- a) Failure of the Applicant to complete all required easements and forms also to pay all required fees and changes;
- b) Failure of the Applicant to comply with rules, regulations, and policies of the District;

- c) Existence of a hazardous condition at the Applicant's property which could jeopardize the welfare of other customers of the District upon connection;
- d) Failure of Applicant to provide representatives or employees of the District reasonable access to property for which service has be requested;
- e) Applicant's service facilities are known to be inadequate or of such condition that satisfactory service cannot be provided.

**Disconnection with Notice:**

Water service may be disconnected for any of the following conditions after proper notification has been given.

1. Returned Checks – Cash, money orders, credit/debit card, or certified check shall make redemption of the returned check. Failure to meet these terms shall initiate disconnection of service.
2. Failure to pay a delinquent account for utility service, failure to timely provide a deposit or failure to comply with the terms of a deferred payment agreement;
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;
4. Failure of the Customer to comply with the terms of the District's Service Agreement, Service Policy, Cross-Connection Program, or Special Contract provided that the District has given notice of said failure to comply, and Customer has failed to comply within a specified amount of time after notification.
5. Failure to provide access to the meter under the terms of the District's Service Policy or to property which water service is received when there is reason to believe that a hazardous condition or policy violation exists for which access is necessary to verify.
6. Misrepresentation by any Applicant of any fact on any form, document, or other agreement required to be executed by the District.
7. Failure of Customer to re-apply for service upon notification by the District that Customer no longer meets the terms of the service classification originally applied for under the original service application.

**Disconnection without Notice:**

Water service may be disconnected without notice for any of the following conditions.

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 Commission on Environmental Quality Cross-Connection Control Program 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 without authority by a person who has not made an application of service or who has reconnected service without authority following termination of service for nonpayment, or a returned instrument was given to avoid service being disconnected; and
3. In instances of tampering with the District's meter or equipment, by-passing the meter or equipment, or other diversion of service.
4. Upon receipt of an insufficient check being returned by the bank when given to the District during the course of regular cut-offs due to prior non-payment.