

Welcome to
Walnut Creek Special Utility District

PO Box 657
Springtown, TX 76082

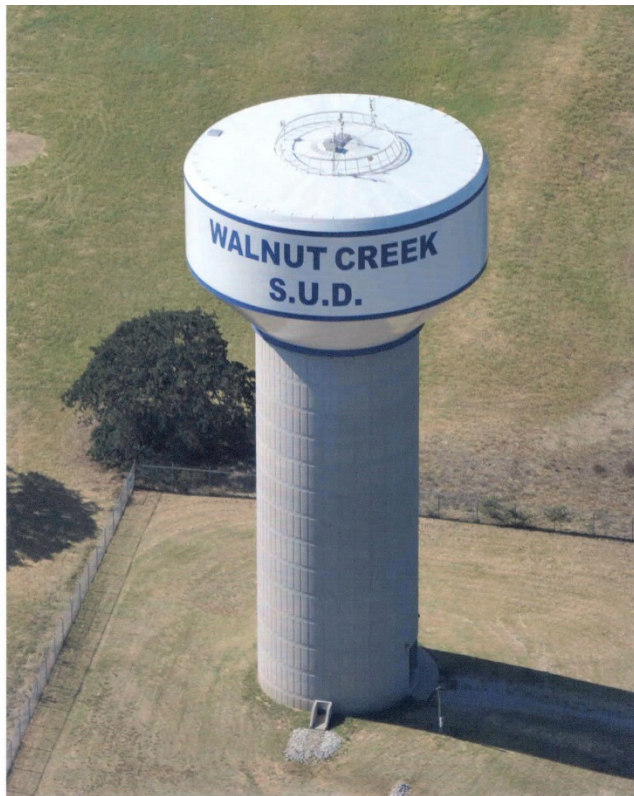
Office Hours: 8:00 – 5:00 Monday through Friday

(817) 523-4463 or (817) 220-7707

Fax: (817) 523-0359

After Hours Emergencies: (817) 523-4463

www.walnutcreeksud.org



Keep this document in your records.

It contains important and relevant information.

The District shall sell and deliver water service to the Applicant and the Applicant shall purchase water service from the District in accordance with the Texas Commission on Environmental Quality rules, regulations, and Service Policy of the District, as amended from time to time by the Board of Directors of the District. Upon compliance with said Policies, including payment of a deposit and any additional required service fees, the Applicant shall become eligible to receive service.

The Applicant shall pay the District for service hereunder as determined by the District's Service Policies and upon the terms and conditions set forth therein, a copy of which may be reviewed in the District's office. A copy of the Agreement shall be executed before service may be provided to the Applicant.

The District shall have the authority to discontinue, terminate, or suspend the service to any customer not complying with any policy or not paying any utility rates, fees or charges as required by the District's Service Policies. At any time service is discontinued, terminated, or suspended, the District shall not re-establish service unless it has a current, signed copy of this agreement.

All water shall be metered by meters to be furnished and installed by the District. The meter connection is for the sole use of the customer and is to provide service to only one (1) dwelling or one (1) business. Extension of pipe(s) to transfer utility service from one property to another, to share, re-sell or sub-meter water to any other persons, dwellings, businesses, or property, etc. is prohibited by the State.

The District shall have the right to locate a water service meter and the pipe necessary to connect the meter on the Applicant's property at a point to be chosen by the District, and shall have access to its meter and equipment located upon Applicant'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 Applicant's property. The Applicant shall install, at their own expense, any necessary service lines from the District's facilities and equipment to the point of Applicant's use, including any customer service isolation valves, backflow prevention devices, pressure regulators, clean-outs and other equipment as may be specified by the District. The District shall also have access to the Applicant's property for the purpose of inspecting for possible cross-connections, potential contamination hazards, illegal lead materials and any other violations or possible violations of state and federal statutes and regulations relating to the Federal Safe Drinking Water Act or Chapter 341 of the Texas Health & Safety Code or the District's Service Policies.

The District is responsible for protecting the drinking water supply from contamination or pollution which could result from improper system construction or configuration on the retail connection owner's side of the meter. The purpose of this service agreement is to notify each customer of the restrictions which are in place to provide this protection. The District shall enforce these restrictions to ensure the public health and welfare. Each retail customer must sign this agreement before The District will begin service. In addition, when service to an existing retail connection has been suspended or terminated, The District will not re-establish service unless it has a signed copy of this agreement. The following unacceptable practices are prohibited by State regulations:

- 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.
- 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.

- No connection which allows water to be returned to the public drinking water supply is permitted.
- No pipe or pipe fitting which contains more than 8% lead may be used for the installation or repair of plumbing at any connection which provides water for human use.
- No solder or flux which contains more than 0.2% lead may be used for the installation or repair of plumbing at any connection which provides water for human use.

The District shall maintain a copy of this agreement for as long as the Applicant and/or premises are connected to the public water system. The Applicant shall allow their property to be inspected for possible cross-connections and other potential contamination hazards. These inspections shall be conducted by The District or its designated agent prior to initiating continuous water service. The inspections shall be conducted during the District's normal business hours.

Backflow Prevention Assemblies

Under TCEQ regulations chapter 478 which requires backflow prevention assemblies to be installed and tested on all cross-connection and potential cross-connections. In this list you will find the required devices, and required testing information for the more common cross-connections and potential cross-connections in the District. These hazards are broken down into two classifications **HEALTH** and **NON HEALTH**. **All testing must be done by a licensed Backflow Prevention Assembly Tester (BPAT) and copies of these tests submitted to the District's office.** The District uses BSI online for record purposes and notifications on annual testing when applicable.

Irrigation Systems (with septic tanks)

Classification: **Health**

Required Assembly: Reduced Pressure Principle Backflow Prevention Assembly (RPBA)

Testing: Upon Installation, Annually

Outside Faucets

Classification: **Non Health**

Required Assembly: Hose Bibb Vacuum Breaker (HBVB), or Anti-Siphon Faucet

Testing: Visual (if it spits water out after turning faucet off it works)

RV Parks

Classification: **Health**

Required Assemblies: Meter – Reduced Pressure Principle Backflow Prevention Assembly (RPBA),
Faucets – Pressure Vacuum Breaker (PVB)

Testing: Upon Installation, Annually

Water Troughs

Classification: **Health**

Required Assembly: Air Gap (AG), or Pressure Vacuum Breaker (PVB)

Testing: AG-visual, PVB-upon Installation, Annually

Swimming Pools

Classification: **Non Health**

Required Assembly: Air Gap (AG), or Pressure Vacuum Breaker (PVB)

Testing: AG-visual (hose isn't submerged), PVB-Upon Installation, upon any Maintenance performed

Private Wells

Classification: **Health**

Required Assembly: Air Gap (AG)

Testing: Periodic Visual Inspection by District

If you have any questions regarding this list of backflow prevention device applications or general questions about the District's Cross-Connection & Backflow Prevention Program please contact the District's Customer Service Inspector at: inspectionswcsud@gmail.com

The District shall notify the Applicant in writing of any cross-connections or other potential contamination hazard which have been identified during the initial or periodic re-inspection. The Applicant shall immediately remove or adequately isolate any potential cross-connection or other potential contamination hazards on his/her premises. The Applicant shall, at his/her expense, properly install, test, and maintain any backflow prevention device required by the District in accordance with TCEQ regulations. Copies of all testing and maintenance records shall be provided to the District as required. Failure to comply with the terms of this service agreement shall cause the District to terminate service. Any expenses associated with the enforcement of this agreement shall be billed to the Applicant.

In the event the total water supply is insufficient to meet the service of all of the District's customers, or in the event there is a shortage of water, the District may initiate the Emergency Drought Contingency Program as specified in the District's Service Policies. By execution of this Agreement, the Applicant hereby agrees to comply with the terms of said program.

By execution hereof, the Applicant 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 Applicant shall grant to the District permanent recorded easement(s) dedicated to the District for the purpose of providing reasonable rights of access and use to allow the District to construct, maintain, replace, upgrade, parallel, inspect, test, and operate any facilities necessary to serve that Applicant, as well as the District's purposes in providing system-wide service for existing or future customers.

By execution hereof, the Applicant agrees that non-compliance with the terms of this agreement by said Applicant shall justify discontinuance, termination, or suspension 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 page of this agreement shall result in discontinuance of service pursuant to the terms and conditions of the District's Service Policies.

I understand that I must begin paying the current Walnut Creek Special Utility District water rate for a monthly charge as soon as the meter is installed and must continue to pay as long as the Applicant's account status is active regardless of whether water is used through the meter or not. The minimum bill reserves capacity for the Applicant's usage at any time he/she requires use of the meter.

Property owners may be held liable for any damages to District property (meters, meter boxes, water lines, etc.)

The questions regarding irrigation systems and private wells on the signed Service Agreement pertain directly to the District's Cross-Connection & Backflow Prevention Program which is required by the Texas Commission on Environmental Quality (TCEQ).

This program is designed to ensure not only the safety of the drinking water throughout Walnut Creek Special Utility District, but also the safety of each service connection. For more information please visit our website at: www.walnutcreeksud.org or email the District's Customer Service Inspector at: inspectionswcsud@gmail.com

METHOD OF PAYMENTS

- You may pay your bill by mail, online (www.walnutcreeksud.org), credit card, phone, bank draft, or in person at our office. There is a night deposit located at our office for your convenience to drop off payments after regular business hours.
- Payment can be made by check (with a Texas driver's license), money order, cashier's check, cash, or Visa/Master credit card. **Please note: Whether paying by phone, in person, or online there is a convenience fee of \$3.00 when using your debit or credit card.**
- **We do not accept temporary checks.**
- **We do not accept post-dated checks.**
- Upon authorization, the District will draft you bank account for the amount on your billing statement. You will still receive a copy of your bill for your records. **There is no fee for this service.**

RATES ARE BASED ON A RESIDENTIAL ¾" METER

- Service Charge - \$35.70 --- Includes usage up to 2,000 gallons
- \$6.11 per thousand gallons --- 2,001 to 10,000 gallons
- \$6.95 per thousand gallons --- 10,001 to 20,000 gallons
- \$7.90 per thousand gallons --- All usage over 20,001 gallons

****NOTICE** These fees are subject to change.**

THE CUSTOMER IS REQUIRED TO INSTALL A GATE VALVE. ALSO A PRESSURE REGULATOR MAYBE REQUIRED DEPENDING ON LOCATION. ALL NEW METER SETS AND RESERVICES MUST HAVE A CUSTOMER SERVICE INSPECTION PERFORMED.

PAYING YOUR BILL

Bills are due on upon receipt. Payments not received in the office by 4:00 p.m. on the printed date a \$9.00 late fee will be applied. **Walnut Creek SUD is NOT responsible for lost or delayed mail.** Postmark dates are not considered.

WATER DISCONNECTED FOR NON-PAYMENT

When an account remains unpaid for more than 15 days after the due date, a late fee is assessed and an additional 7 days will be granted to allow payment of the bill. If payment is not received by 4:00 p.m. on the final due date, service may be disconnected with additional fees as noted:

- **TRIP FEE - \$45.00**
- **AFTER HOURS RECONNECT FEE - \$150.00**

If you are making a payment online for service that was disconnected, you will need to **CONTACT THE OFFICE DURING NORMAL BUSINESS HOURS** and schedule a reconnect on the service. **DO NOT** call after business hours for reconnections when payment has been made online.

ADDITIONAL FEES

When the service call proves to be customer's problem.

The fees range from \$45.00 - \$150.00.

- **RETURN CHECK FEE - \$32.00**

Springtown Area Utility Providers

Service provider is dependent on the property location.

Electricity Providers: Texans have a choice in their provider of electricity. Not all providers service all locations.

Texas Choice	866-PWR-4TEX or pwrtochoose.org
TXU Delivery	800-242-9113 or 940-627-4102
*Tri County Electric Co-Op.....	817-444-3201
*Wise Electric Co-Op.....	940-627-2167

Telephone Providers:

Frontier Residential.....	877-719-5530
Frontier Commercial	877-719-5530

Trash Service Providers:

*Duncan Disposal	800-644-3961
WC of Texas	940-328-1176
Midwest Waste	817-408-0050
Atex Trash Service.....	817-344-8464

Propane Gas Providers:

Chadwell & Sons Gas Company	817-523-4443
Springtown Gas Company	817-523-7219

*Service provided to residents outside city limits.

**For additional information please visit or call
Springtown Chamber at 112 S. Main, (817) 220-7828**

Year-round water conservation measures prohibit the use of sprinkler or irrigation systems between the 6 a.m. – 9 p.m. There are no regulations for hand watering or the use of soaker hoses.

**State Requirement:
Know what's below
Call before you dig.
1-800-344-8377**

