

# Crescent Heights Water Supply

P.O. Box 375 \* Highway 31 West \* Athens, Texas 75751 \* (903) 677-3946

## STATEMENT OF POLICIES

### NEW APPLICANTS

Must complete and sign service agreement and right of way easement.

### RATES

Rate: Effective January 01, 2019

|   |         |
|---|---------|
| Minimum Monthly Charge for a 5/8" x 3/4" meter..... | \$25.00 |
| Minimum Monthly Charge for a 1" meter... ..         | \$31.00 |
| Minimum Monthly Charge for a 2" meter... ..         | \$38.00 |
| Minimum Monthly Charge for a 3" meter... ..         | \$44.00 |
| Minimum Monthly Charge for a 4" meter... ..         | \$50.00 |

### Note: There are no gallons included with the monthly minimum charge

|                              |                           |
|------------------------------|---------------------------|
| 0 Gallon-10,000 Gallons..... | 5.00 per thousand Gallons |
| 10,001-20,000 Gallons... ..  | 6.25 Per thousand Gallons |
| 20,001-30,000 Gallons... ..  | 7.50 Per thousand Gallons |
| 30,000 and all over.....     | 8.75 Per thousand Gallons |

Water District Tax 0.05 per thousand gallons is assessed to your bill each month, which Crescent Heights Water is required to pay the water district.

### COST

Membership Fee ... **\$100.00**

Equity Buy-In Fee ... **\$900.00**

Installation Fee ... **\$525.00**

Re-Service Fee ... **\$500.00**

Right of Way Filing Fee ... **\$30.00**

Transfer Fee ... **\$15.00**

Temporary Service Agreement ... **\$100.00** (Must be updated every 90 days)

Customer Service Inspection Fee... **\$100.00**

The required amount due shall be paid in full in advance of service.

1. A. The Board of Directors must approve all new line extensions  
B. Sprinkler system request must be submitted to the board and approved prior to installation. May require an additional tap and meter shall meet TCEQ rules and regulations.  
C. Swimming pool fills must be board approved.

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D. No free water or use of facilities shall be provided by the Corporation. (Loan Resolution Security Agreement, Page Three Section 5\_C.)

## 2. METER READING

The meters will be read approximately the 18<sup>th</sup> of each month. If meters cannot be read an estimated bill shall be assessed based on the average consumption for the previous three months. The member shall have the responsibility to keep the meter area clear of any obstacle.

## 3. BILLS MAILED

The water bills will be mailed approximately the 25<sup>th</sup> of the month. The person responsible for the collection of the bills shall not have the authority to amend or adjust any bill. If such adjustment is requested by the member, the request should be presented to the Board for consideration.

## 4. LATE FEES

A. The members bill reflects the Corporation's Policy concerning the late charge. (Due by 15<sup>th</sup>) (This Is Your Only Notice.) If the bill is not paid by the 15<sup>th</sup> of each month, \$5.00 late fee shall be assessed.

Final notices will be sent to past due customers notifying them of the delinquent status of the account along with the date the service will be disconnected.

B. A reconnect fee of \$50.00 will be assessed.

C. A disconnect fee of \$50.00 will be assessed.

D. In order to have service restored, all fees charged by the Corporation, including any delinquent must be paid in advance to service restoration.

E. If membership/service inactive for thirty days, the tap will be removed. In order for service to be restored, the applicant shall pay a re-service fee/membership fee.

F. Administrative fee of \$5.00 per account for any stubs not provided with payment with the exception of online bill payments and online credit card payments. If your bill has been lost in the mail, you may request a copy to be printed at our office to present with your payment.

G. Meter test fee per request of the member of \$100.00 labor to remove and install replacement meter **plus the cost of a meter test** by a third-party testing facility. If the meter is defective, there is no cost to the member. If the meter proves to be reading accurately, the member agrees to pay all fees as quoted.

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## 5. MEMBERSHIP RESPONSIBILITY

The Member is responsible for all water recorded on the meter. This includes any negligence on the part of the member, water leaks, breaks, etc.

Under no circumstances shall the corporation bill a renter/lessee in behalf of the member.

(a) Owners and renters. Any member having complied with the requirements of the Corporations Tariff, renting or leasing property designated to receive service according to the terms of the tariff to other parties, is responsible for all charges due the Corporation. The membership for rental or leased properties shall be in the name of the owner of the property as required by the Corporations Tariff. The Corporation may bill the renter or lessee for utility service (at Member Request) as a third party, but the Member is fully responsible for any and all unpaid bills left by the renter/lessee. The owner shall be required to sign an Alternate Billing Agreement if the owner requests that the tenant be billed for utility service.

(b) The Corporation shall not take responsibility to notify member of the renters past due payment status.

Crescent Heights Water reserves the right to test any meter for accuracy. ANY MEMBER may request meter testing for accuracy. If the meter test results are found to be accurate, a test fee of the actual cost shall be assessed to the member.

## 6. RETURN CHECKS

A return check charge of \$25.00 will be assessed to the member for any check returned from the bank unpaid. Any charge which may be assessed to Crescent Heights Water from the bank will be included in the return check charges to the member and to be paid to Crescent Heights Water at the time the return check and charges are paid. **CASH** or **MONEY ORDER** will be accepted.

## 7. TRANSFER FEE

A Transfer Fee of \$15.00 will be charged and payable to Crescent Heights Water for the transfer of a membership. This fee shall be paid by the new applicant.

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## 8. ONE MEMBERSHIP – CONNECTION

The meter and tap is for the sole use of the member and is to serve water to only one dwelling or business, does not permit the extension of pipe or pipes to transfer water to person or other properties. Abuse of this policy may result in termination of service and membership.

Any member who fails to abide by the by-laws of the Corporation or Statement of Policies shall be removed from the water system. Upon final payment of final charges and membership certificate returned to said Corporation, the membership fee will be refunded to past member.

## 9. BOARD MEETINGS

The Board of Directors meet the second Tuesday of each month. (Unless notified otherwise.) A notice of the meeting will be posted (72) seventy-two hours prior to the meeting date. This meeting notice will be posted on the Corporations website at [www.crescentheightswater.com](http://www.crescentheightswater.com), and a copy posted at the Corporation's Office.

All members are welcome to attend all board meetings. Request to be placed on the agenda must be made (96) ninety-six hours prior to meeting date/time.

Any interested party requesting to meet with the Board must do so in person. If the requesting party is unable to appear in person, due to physical/mental impairment may designate a person to meet with the Board on their behalf. This must be verified by written notice from the member.

No employee or director of Crescent Heights Water Supply may represent said party.

10. The Board, at any regular meeting may add to or change policies by a majority vote.

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## 11. OFFICE CLOSINGS AND HOURS

Office holiday closings, **January 01, Good Friday, Memorial Day, July 04, Labor Day, Thanksgiving (2), Christmas (2).**

Monday – Thursday 9:00 am. to 4:00 p.m.

Friday 9:00 a.m. to 3:00 p.m.

Closed for lunch from 12:00 p.m. to 1:00 p.m.

Adopted, May 02, 1985

Amended, Feb. 13, 1990

Sept. 13, 1994

Oct. 13, 1998

Aug. 2001

Nov. 2003

July 15, 2009

June 11, 2013 March

24, 2014 January

01, 2017 January 01,

2018 January

01, 2019 July 14,

2020

**September 22, 2020**

Section E, Tariff

On file TCEQ

Approved Amended Date: **Effective September 22, 2020**

Signed: \_\_\_\_\_

President, CHWS

Date: \_\_\_\_\_

9/22/20

Crescent Heights Water Supply Corporation is an equal opportunity provider and employer.

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at: [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at: [program.intake@usda.gov](mailto:program.intake@usda.gov).