

Service Agreement

***ALL FIELDS REQUIR	RED: LOT	BLOCK	HCAD ACCOUNT NO.	***
employee		received the sum of	Texas (the "District"), by and \$ ded by the District, in accordan	
following terms and condit		•	·	
Service Address:				
Name:			SS No.:	
Spouse:			SS No.:	
Home Phone No.:		Cell Pł	none No.:	
Place of employment:		W	ork Phone No.:	
DL No.:		Email:		
Emergency Contact Name:			Phone No.:	
Mailing address if different	t from service a	ddress:		
Previous Address:				
LANDLORDS NAME ANI	D TELEPHON	E NO. :		
			and explain on another pic	
□ Residential □ Cor	nmercial**	☐ Construction Only	☐ Multi-Unit - No. of Unit	s
**Commercial accounts on	ly: DBA		Business Type:	
** <u>Commercial</u> accounts Fe	deral ID No. or	Tax ID No.:		
Customar's Signatura, v		Λσο	ant. v	



A political subdivision of the State of Texas

410 W. Gulf Bank * Houston, Texas 77037 * Phone (281) 272-9577 * Fax (281) 272-9588

Service Agreement

Sunbelt Fresh Water Supply District (hereinafter referred to as the "District") is responsible for protecting the drinking water supply from contamination and 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 District enforces these restrictions to ensure the public health and welfare. Each customer must sign this agreement before the District will begin service. In addition, when service to an existing connection has been suspended or terminated, the District will not re-establish service unless it has a signed copy of this Service Agreement.

- **TERMS OF SERVICE**: The following are the terms of the service agreement between the District and (the "Customer"):
 - The District will maintain a copy of this agreement as long as the Customer and/or the premises are connected to the District's water system.
 - The Customer shall allow his property to be inspected for possible cross-connections and other unacceptable plumbing practices. These inspections shall be conducted during the District's normal business hours.
 - The District shall notify the Customer in writing of any cross-connection or other unacceptable plumbing practice which has been identified during the initial inspection or the periodic re-inspection.
 - The customer shall immediately correct any unacceptable plumbing practice on his/her premises.
 - The customer shall, at his/her expense, properly install, test, and maintain any backflow prevention device required by the District. Copies of all testing and maintenance records shall be provided to the District.
 - District authorized employees shall have access to property or premises for which service is provided at all reasonable times for the purpose of inspecting, repairing, removing or exchanging all appliances belonging to District and used in connection with Waterworks and Sewer Systems and Consumer hereby agrees to grant such access and to not interfere with District employees in the discharge of their duties.
- II. UNACCEPTABLE PLUMBING PRACTICES: The following unacceptable plumbing 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 in accordance with state plumbing regulations. Additionally, all pressure release valves and thermal expansion devices shall be in compliance with state plumbing codes.
 - No cross-connection between the public drinking water supply and a private water system is permitted. Cross-connections are potential threats to the public drinking water supply and are not permitted.
 - No connection, which allows water to be returned to the public drinking water supply, is permitted. c.
 - No pipe or pipe fitting installed on or after January 4, 2014, which contains more than 0.25% lead may be used for the installation d. or repair of plumbing at any connection which provides water for human use.
 - No solder or flux, which contains more than 0.2% lead, can be used for the installation or repair of plumbing at any connection on or after July 1, 1988, which provides water for human use.
 - No plumbing fixture shall be installed which is not in compliance with a state approved plumbing code.
- III. ENFORCEMENT: If the customer fails to comply with the terms of this Service Agreement, the District 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 Service Agreement shall be billed to the Customer.

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Sunbeit	Fresn	water	Supply	District

Customer:	Date:
	Non-transferable



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CUSTOMER RESPONSIBILITIES

(PLEASE INITIAL EACH NUMBER)

1.	The customer is responsible for the water line from the meter to the residence	. The line must be buried at least six (6) inches
in c	epth, and must be 3/4 inch schedule 40 PVC or copper.	

- 2. The customer must call the District for an inspection after installing the water line and before burial of the water line.
- 3. The customer is responsible for installing a cut-off valve on his/her side of the meter and outside of the meterbox.
- 4. It is the responsibility of the customer to keep the meter and meter box clean of debris and trash.
- 5. If the customer has any questions about service or the District, the District's staff will be happy to answer questions. Office hours are 8:00 A.M. to 4:30 P.M. Monday through Friday. An answering machine is available after hours with the telephone number to call in the event there is an emergency.
- 6. If the District is unable to read the customer's meter due to a locked gate, a parked vehicle, an animal (dog, etc.), or any item barring our ability to get to and read the meter the District, at the District's discretionary, do one of the following:
 - Option (1): charge a minimum charge and leave a door tag notification or unable to read the meter, requesting the item or obstruction be moved. Which will result in excessive charges on the next current and previous month; or
 - Option (2): leave a door tag stating the District will return within 24 hours to attempt to read the meter. If said notifications are ignored the District has the right to pull the meter.
- 7. If the District receives notification from the City of Houston or the Harris County Health Department in reference to a public hazard, the District will issue a 48 hours' notice to correct the problem. If within 48 hours the problem has not been corrected the District reserves the right to pull the customer's meter. PLEASE BE ADVISED THAT IN CERTAIN SITUATIONS, WHERE THE HEALTH AND/OR SAFETY OF PERSONS IS AT RISK, THE DISTRICT WILL TERMINATE SERVICE IMMEDIATELY OR TAKE OTHER ACTION TO IMMEDIATELY STOP THE PROBLEM.
- 8. If standing sewage or wastewater is visible on the customer's property, the District will issue a door tag stating the customer has 48 hours to correct the problem. If within 48 hours the problem has not been corrected the District will then pull the customer's meter. In addition, the District may take appropriate action, at the customer's expenses, to prevent any such sewage or wastewater from going onto adjacent property.

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9.	Work is performed in and around the District on a daily basis. If after work has been performed in or near your residence
and	you experience any problems, you are directed to call the District's office. If you call after hours the service will direct you to
call	Municipal Operations at 281-367-5511. Rarely, do problems occur, but you may be without water temporarily, or have dirt
or d	irt build up in your system that will need to be flushed out before water can run freely. If you choose to stay in a hotel, the
Dist	rict is not responsible for reimbursement of any of your expenses.

10. Multiple homes and/or single-family residents connected to one meter are considered an illegal connection. When the District becomes aware of such an illegal connection, all parties involved will receive a door tag directing each to call or come into the District's office to request and pay for a water tap. If said parties do not set up an account with the District the customer's meter will be pulled until all parties are set up with separate meters.

11. If the District becomes aware that a curb stop, meter and/or meter box has been tampered with by a customer the customer will be charged a minimum of \$150.00 to repair. In addition, up to \$1,000.00 fine can be assessed to the customer's account for tampering with said equipment. Also, if the customer has any work performed by a (licensed) plumber and the result is damage to the District's property (which to include water lines, meter, meter box and curb stop), the customer is responsible for cost of repair.

12. If a customer wishes to transfer service from one service address to another within the District and the customer's account is in good standing, a transfer fee of \$20.00 in District, or \$30.00 out-of-District, will be assessed to the account.

13. The District stipulates to terminate service; we must receive such request in writing. The request must include your name, address, driver's license number or social security number and your signature. Once the request has been received in our office, the termination will occur within 48 business hours. You will receive a final bill for water and wastewater after the final read has been considered. Your wastewater may be prorated based on the number of days the account was open in that billing cycle, however the basic service fee of \$22.15 will not be prorated. Also note that if two (2) individuals are both listed on the account and one (1) requests to have his/her name removed we must receive in writing from both individuals agreeing to proceed to take one's name off of the account.

14. We accept payments through our lobby and drive thru windows. Personal checks, cashier's checks, and money orders are our only payments options. Any other form of payment will not be accepted. Payments may be mailed in, brought in, or dropped in our night depository located in our drive thru. Please know that any payments left in our night depository will be considered next business days' payments. No temporary checks accepted.

15. If your bill is not paid two (2) days after your due date, your account will reflect an additional \$15.00 fee and a door tag will be issued to you. There will be an additional fee for disconnection/reconnection if your service is terminated for non-payment.

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16. Customers presenting a check for payment that is dishonored by the Custoashier's check, certified check or money order to pay their balance, along wi not received within the 48-hour period, then the Customer's service is subject Customer presenting checks that have been dishonored shall be paid by cash written approval is received from the District Manager that check writing required to establish a deposit of at least \$100.00 to secure future payments.	th all fees and penalties. If such payment in full is et to immediate termination. Subsequent bills to a ier's check, certified check or money order, unless
17. The deposit amount herein stated is payable to the above-named District u law, the deposit shall bear no interest and is redeemable on discontinuance of District on that date. The refunded balance of deposit will be mailed to the a the termination date.	f service, less any outstanding charges owed to the
18. In Addition to the Usage Charges for Water and Sewer Service, Residenti of \$22.15 per month to cover Administrative and other expenses not necessaril presenting a check for deposit that is dishonored by the Customer's bank will along with fees, shall be paid before services can be restored. Subsequent bil dishonored shall be paid by cashier's check, certified check or money order, us Manager that check writing privileges are restored. Customers shall also be resecure future payments.	ly related to Water and Sewer Services. Customers be immediately terminated. The deposit amount, alls to a Customer presenting checks that have been nless written approval is received from the District
19. Additional Security Deposit: An additional security deposit shall be collected on all reconnections after term bill and reconnection fee is required prior to restoring service.	ination of service due to delinquency. The deposit,
20. On-Site Sewage Facility ("OSSF") (If this section is not applicable put N/A Within 30 days of signing this Agreement, Customers that have an OSSF sha pursuant to State and County requirements. Such proof shall be in the forr registered in the State of Texas or from the Harris County Engineering Departr expanding an OSSF). If you require additional time to provide such report, circumstances or reasons for needing an extension of time to provide such reposhall result in termination of water service and removal of the District's water members.	all provide proof that such facilities are functioning m of an Inspection Report from either a Sanitarian ment (for those property owners that are installing or you must submit a written request explaining the rt. Failure to provide the requisite Inspection Report
I have read the above application and the conditions stated thereon and regulations put forth by the District.	my signature states my acceptance of all rules and
(DATE)	(PRINT NAME)
(SIGNATURE)	



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RIGHT OF CONFIDENTIALITY OF PERSONAL INFORMATION

Pursuant to House Bill 872, effective June 18, 2021, a government-operated utility may not disclose personal information in a customer's account record, or any information relating to the volume of units of utility usage or the amounts billed to or collected from the individual for utility usage, unless the customer requests that the government-operated utility disclose the information. A customer may request disclosure of information described above by delivering to the government-operated utility a written request for disclosure. A customer may rescind a request for disclosure under this section by providing the government-operated utility a written request to withhold the customer's personal information beginning on the date the utility receives the request.



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PERMISSION TO TURN ON WATER

By my signature below, Sunbelt Fresh Water Supply District (the "District") does hereby have my unconditional permission to turn the water on at the address below with someone present at such address. I understand that the District will not be held responsible for any damage to broken pipes, leaking pipes, and damage or loss due to open faucets.

The address that service will be turned on is		Houston, Texas	
(Signature)	(Print Name)	(Date)	

EXHIBIT "B"



Sunbelt Fresh Water Supply District of Harris County

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Current rates, charges, fees, and assessments are specified below:

A. Deposits

Service Deposit: (1)

A non-transferable service deposit is required for water service for owners in the amount of \$200.00 or \$100.00 with required reference letter. The deposit will not bear interest and will be returned, less any charges due the district upon discontinuing service with the district.

(2) Service Deposit:

A non-transferable service deposit is required for water service for tenants in the amount of \$250.00. The deposit will not bear interest and will be returned, less any charges due the district upon discontinuing service with the district.

(3) Application Deposit for Service Commitment:

The initial application deposit for a service commitment request made under Article 111, Section A, is set in the amount of \$1,000.00.

Additional Security Deposit:

An additional security deposit shall be collected on all reconnections after termination of service due to delinquency. The deposit, bill and reconnection fee are required prior to restoring service.

B. Residential Water/Sewer Rates:

The minimum water rate includes the first 3,000 gallons and is set at \$17.50 per month. The rate over the first 3,000 gallons is as follows:

(1) 3,001-8,000	\$2.25 per thousand gallons
(2) 8,001-13,000	\$2.85 per thousand gallons
(3) 13,001-18,000	\$3.25 per thousand gallons
(4) Over 18.001 gallons	\$3.85 per thousand gallons

The minimum sewer rate includes the first 3,000 gallons and is set at \$20.50 per month. The rate over the first 3,000 gallons is \$2.50 per thousand gallons.

All new service customers will have a fixed sewer rate of \$33.63 until they have had service long enough to establish a winter average. The months used to average for a fixed rate is December, January, and February.

C. Commercial Water/Sewer Rates:

The minimum water rate includes the first 3,000 gallons and is set at \$25.00 per month. The rate over the first 3,000 gallons is as follows:

(1) 3,001-8,000 \$3.25 per thousand gallons (2) 8.001-13.000 \$3.85 per thousand gallons (3) 13,001-18,000 \$4.25 per thousand gallons (4) Over 18,001 gallons \$4.85 per thousand gallons

The minimum sewer rate includes the first 3,000 gallons and is set at \$31.50 per month. The rate over the first 3,000 gallons is \$4.50 per thousand gallons.

If your water bill is unpaid after the date stated on your bill, a late fee is added in the amount of 10% from your total bill.

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D. Miscellaneous Fees:

- (1) Tap Fee: \$1,350.00 plus any other applicable charges.
- (2) Disconnect and Reconnect for non-payment fee \$50.00
- (3) Customer request for disconnect \$20.00
- (4) Customer request for reconnect \$20.00
- (5) Past Due Door-tag fee \$15.00

Blockage Prevention

To keep sewage from spilling in and around your home or apartment, the following steps are recommended:

- 1) Throw all grease, food, and other kitchen waste into the trash, and not down the sink.
- 2) Do not flush sanitary napkins, tampons, and plastic goods down a toilet.
- 3) Report problems with plumbing e.g. slow flushing to management as soon as possible.
- 4) Report all sewage spills to the manager.

Hot grease, when poured down a kitchen sink will cool and become hard in a short distance. This will cause clogging or blocking our sewer lines, and result in an unhealthy, unsanitary, and unsightly condition.



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Schedule of Fees

TCEQ REGULATORY ASSESSMENT FEE 0.5% OF MONTHLY WATER & SEWER BILL LATE CHARGE FEE 10% OF OUTSTANDING BALANCE / OR \$3.00

RETURNED CHECK FEE \$40.00

RECONNECT FEE (METER LOCKED DUE \$50.00

TO NON-PAYMENT)

DISCONNECT FEE \$50.00

DISCONNECT FEE \$60.00

(MARY ELEANOR/MARY FRANCIS CUSTOMERS (ME/MF)

METER REMOVAL FEE (FOR NON-PAYMENT) \$50.00 PLUS ACTUAL OUT-OF-POCKET COSTS

OBSTRUCTED METER FEE \$50.00 PLUS DOOR TAG FEE

BROKEN METER LOCK FEE (TAMPERING) \$100.00 PLUS OTHER APPLICABLE FEES

METER REPLACEMENT FEE (DUE TO DAMAGE \$100.00 PLUS OTHER APPLICABLE FEES

BY CUSTOMER)

FEE FOR UNAUTHORIZED USAGE OF WATER/THEFT FIRST OFFENSE: \$1,500.00 OF WATER (COMMERCIAL/TEMPORARY) SECOND OFFENSE: \$2,500.00

THIRD OFFENSE: \$5,000.00

FEE FOR UNAUTHORIZED USAGE OF SEWER SYSTEM \$2,000.00 PLUS COST OF SEWER AT 10

TIMES THE NORMAL RATE

VIOLATION OF ANY SECTION OF THIS ORDER SHALL BE SUBJECT TO A PENALTY FOR EACH BREACH

UP TO

\$5,000 PLUS OTHER APPLICABLE FEES

ACTUAL COST PLUS 10%, IN ADDITION TO LEGAL FEES FOR VIOLATIONS INCLUDING, BUT NOT LIMITED TO: PAYMENT, DAMAGE OR ANY OTHER APPLICABLE FEES

UNAUTHORIED USAGE

IN-DISTRICT OUT-OF-DISTRICT

APPLICATION FEE (ACCOUNT SET-UP) (RESIDENTIAL) \$50.00 \$50.00

APPLICATION FEE (ACCOUNT SET-UP) (ME/MF CUSTOMERS) \$25.00

APPLICATION FEE (ACCOUNT SET-UP) (COMMERCIAL) \$100.00 \$100.00

ACCOUNT TRANSFER FEE (RESIDENTIAL) \$20.00 \$30.00



	IN-DISTRICT	OUT-OF-DISTRICT
ACCOUNT TRANSFER FEE (COMMERCIAL)	\$30.00	\$40.00
CUSTOMER REQUEST FOR DISCONNECT	\$20.00	\$20.00
CUSTOMER REQUEST FOR RE-CONNECT	\$20.00	\$20.00
DOOR TAG	\$15.00	N/A
BACKFLOW PREVENTION ASSEMBLIES TESTING (ABOVE GROUND & 2-INCHES OF LESS)	\$150.00	\$200.00
BACKFLOW PREVENTION ASSEMBLIES TESTING (GREATER THAN 2-INCH)	COST, PLUS 10	0%
ANNUAL REGISTRATION BACKFLOW ASSEMBLY TESTER	\$50.00	\$50.00
BACKFLOW PROTECTION INSPECTION FEE (RESIDENTIAL)	\$50.00	\$50.00
BACKFLOW PROTECTION INSPECTION FEE (NON-RESIDENTIAL)	\$50.00	\$50.00
PRE-FACILITY INSPECTION (PRE-BUILDER'S)	\$60.00	\$85.00
FACILITY INSPECTION (POST-BUILDER'S)	\$60.00	\$60.00
RESIDENTIAL PLUMBING INSPECTION FEE (CUSTOMER SERVICE INSPECTION)	\$150.00	\$250.00
COMMERCIAL PLUMBING INSPECTION FEE (CUSTOMER SERVICE INSPECTION)	\$150.00	\$200.00
RE-INSPECTION PLUMBING	\$50.00	\$50.00
WATER TAP FEE (ALL TAPS UP TO & INCLUDING 3/4" METER, NOT INCLUDING ACTUAL COSTS OF ELECTRONIC METER, IF APPLICABLE)	\$1,350.00	\$1,350.00
WATER TAP FEE (COMMERCIAL WATER TAPS LARGER THAN 3/4" METER)		ORDER OR NOT TO EXCEED IES ACTUAL COST
NORTH HOUSTON HEIGHTS (NHH) WATER AND SEWER CONNECTION FEE	PER THE RATE	E ORDER FOR NHH
ME/MF WATER AND SEWER CONNECTION FEE	PER THE RATE	E ORDER FOR ME/MF
SEWER TAP INSPECTION FEE (RESIDENTIAL)	\$115.00	\$115.00
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		OUT-OF-DISTRICT
SEWER TAP INSPECTION FEE (COMMERCIAL)		ORDER OR AGREEMENT / ED THREE (3) TIMES
GREASE TAP INSPECTION FEE (BEGINNING 01/01/2000)	\$110.00	\$135.00
GREASE TRAP RE-INSPECTION FEE (BEGINNING 10/15/2009)	\$50.00	\$75.00
SWIMMING POOL INSPECTION FEE	\$125.00	\$150.00
LOCATING & STAKING FEE	ACTUAL COST	PLUS 20%
UTILITY COMMITMENT APPLICATION DEPOSIT	\$3,000.00	\$6,000.00
CHANGE IN USE DEPOSIT (UTILITY COMMITMENT)	\$1,000.00	\$2,000.00
RE-ESTABLISH ORIGINAL APPLICATION DEPOSIT UP TO:	\$1,000.00	\$2,000.00
REIMBURSEMENT OF NON-SCHEDULED COSTS	\$50.00	\$50.00
SECURITY DEPOSIT (ALL RENTERS)	\$250.00	\$250.00
SECURITY DEPOSIT (ALL RENTERS – ME/MF CUSTOMERS)	\$125.00	
SECURITY DEPOSIT (RESIDENT HOMEOWNERS) (UTILITY LETTER OF CREDIT)	\$100.00	\$100.00
SECURITY DEPOSIT (RESIDENT HOMEOWNERS ME/MF RESIDENTS) (UTILITY LETTER OF CREDIT)	\$50.00	
SECURITY DEPOSIT (RESIDENT HOMEOWNERS) (NO UTILITY LETTER OF CREDIT)	\$200.00	\$200.00
SECURITY DEPOSIT (RESIDENT HOMEOWNERS ME/MF RESIDENTS) (NO UTILITY LETTER OF CREDIT)	\$100.00	
SECURITY DEPOSIT (COMMERCIAL/MULTI-FAMILY)	TWO (2) TIMES	S ESTIMATED MONTHLY USAGE
SECURITY DEPOSIT (FIRE HYDRANT METER)	\$1,700.00	\$1,700.00
LITH ITY I ETTED OF CREDIT DEVIEW	¢20.00	¢20.00

\$20.00

\$20.00

UTILITY LETTER OF CREDIT REVIEW



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IN-DISTRICT OUT-OF-DISTRICT

AFTER CUT-OFF DEP	<u>OSIT AMOUNTS ARE AN ADDITIONAL</u>
ONE TIME DEPOSIT:	

SECURITY DEPOSIT (RESIDENT HOMEOWNERS, AFTER CUT-OFF)	\$160.00	\$160.00
SECURITY DEPOSIT (RESIDENT HOMEOWNERS, AFTER CUT-OFF, ME/MF RESIDENTS)	\$80.00	
SECURITY DEPOSIT (OLD RESIDENTS, AFTER CUT-OFF)	\$100.00	\$100.00
SECURITY DEPOSIT (RENTERS, AFTER CUT-OFF)	\$50.00	\$50.00
SECURITY DEPOSIT (RENTERS, AFTER CUT-OFF, ME/MF RESIDENTS)	\$50.00	

RATE ORDER FEES, DEPOSITS AND PENALTIES

If usage study data is not provided, then the below scale will be used until an average is established.

	<u>Deposit</u>	Meter Size
Commercial	\$ 150	1/2"
Commercial	\$ 200	³ / ₄ - 5/8"
Commercial	\$ 300	1"
Commercial	\$ 450	1½"
Commercial	\$ 600	2"
Commercial	\$ 900	3"
Commercial	\$10,000	4"
Commercial	\$13,000	6"
Commercial	\$15,500	8"
Commercial	\$17,000	10"

Commercial deposits, as stated in the order, are two (2) times the estimated monthly usage. Usage will be reviewed after the first 90 days of service in order to determine whether you deposit requires adjustment to reflect the appropriate amount of usage.

Commercial TAP Fee is by separate agreement, not to exceed three (3) times actual cost.



CHARGES FOR ESTABLISHING SERVICE (AS APPLICABLE): (OFFICE USE ONLY)

DEPOSIT:	\$	SEWER/BACK FLOW:	\$
TRANSFER FEE:	\$	WATER TAP FEE:	\$
SETUP FEE:	\$	PLUMBING:	\$
PRE-INSPECTION FEE:	\$	POST INSPECTION FEE:	\$
TOTAL AMOUNT DUE	: \$	PAYMENT METHOD:	
DATE RECEIVED:	/	NEW ACCOUNT #:	
RECEIVED BY:		(DISTRICT F	REPRESENTATIVE
(DATE SERVIC	CE ON)	(METER READING)	
(METER READER)		(CSR SET UP ACCOUN	<u>T)</u>