

OAK HILLS WATER SUPPLY CORPORATION
6646 U.S. Hwy. 181 North
Floresville, Texas 78114
830-393-7739

APPLICANT NOTICE OF TEMPORARY SERVICE

A Temporary Service classification is assigned to an applicant that is in the process of construction or moving into an existing service location. The classification will change to permanent service (fully qualified) after all requirements of Section E, Rules and Regulations, Oak Hills WSC Tariff have been met, and all related fees paid in full by applicant.

APPLICANT'S NAME: _____

ACCOUNT NUMBER: _____

DATE: _____

We have checked the documentation that you must provide to establish permanent service classification. If the required information is not received by the date indicated hereon, a NOTICE OF INSUFFICIENT INFORMATION will be mailed to you. Failure to provide required documentation is subject to interruption of service to your location. This will apply to both Standard and Non-Standard service Requests.

The following must be provided by the Applicant/Member By: _____

Completed Service Application & Agreement

Copy of Warranty Deed

Oak Hills WSC Easement Agreement

Applicable Fees

Any new construction will require a Customer Service Inspection upon completion of a structure, or change in facility usage.

Applicant's Signature

Date

OAK HILLS WATER SUPPLY CORPORATION

6646 U.S. Hwy. 181 North
Floresville, Texas 78114
Office: 830-393-7739
Fax: 830-393-0064

SERVICE APPLICATION AND AGREEMENT ONE HOUSEHOLD SERVICE PER METER ONLY NO MULTIPLE CONNECTIONS

CORPORATION USE ONLY

Date Approved of Application: _____
Account Number: _____
Property Closing Date: _____
Document #: _____ Receipt #: _____
Cost: _____ Payment: _____
Serial # of Meter: _____

FOR TRANSFERS

Final Read: _____ Date Read: _____
Lock Time: _____ IN: _____ Unlock: _____ IN _____

Please Print:

DATE _____

APPLICANT'S NAME _____

CO APPLICANT'S NAME _____

When change of address please contact office

CURRENT BILLING ADDRESS:

FUTURE BILLING ADDRESS:

PHONE NUMBER Home (_____) _____ - _____
Cell (_____) _____ - _____

Work (_____) _____ - _____
Cell (_____) _____ - _____

E-MAIL: _____

DRIVER'S LICENSE NUMBER OF APPLICANT (**make copy**) _____

LEGAL DESCRIPTION OF PROPERTY (Include name of road, subdivision with lot and block number, Physical Address)

PREVIOUS OWNER'S NAME AND ADDRESS (**if transferring Membership; a \$50.00 Fee assessed to a new owner**)

PROPERTY SIZE/ACREAGE _____ SQUARE FOOTAGE OF RESIDENCE/STRUCTURE _____

NUMBER IN FAMILY _____ LIVESTOCK & NUMBER _____

DO YOU HAVE A WELL Y _____ N _____ DO YOU HAVE A POOL Y _____ N _____

DO YOU HAVE A SPRINKLER SYSTEM Y _____ N _____

SPECIAL SERVICE NEEDS OF APPLICANT _____

NOTE: **SERVICE APPLICATION AND AGREEMENT MUST BE COMPLETED AND SIGNED
BY THE PROPERTY OWNER ONLY**

Please Keep Around Meter Box Clean

SERVICE AGREEMENT

Service Application and Agreement
page 2 of 4

AGREEMENT made this _____ day of _____, 20_____,
between Oak Hills Water Supply Corporation, a corporation organized under the laws of the State of
Texas (hereinafter called the Corporation) and _____,
(hereinafter called the Applicant and/or Member)

Witnesseth: _____

The Corporation shall sell and deliver water and/or wastewater service to the Applicant and the Applicant shall purchase, receive, and/or reserve service from the Corporation in accordance with the Bylaws and Tariff of the Corporation as amended from time to time by the Board of Directors of the Corporation. Upon compliance with said policies, including payment of a Membership Fee, the Applicant qualifies for Membership as a new applicant or continued Membership as a transferee and thereby may hereinafter be called a Member.

The Member shall pay the Corporation for service hereunder as determined by the Corporation's tariff and upon the terms and conditions set forth therein, a copy of which is available upon request. This agreement shall be signed and acknowledged before service may be provided to the Applicant.

The Board of Directors shall have the authority to discontinue service and cancel the Membership of any Member not complying with the Corporation's Tariff, any policy or not paying any utility fees or charges as required by the Corporation's published rates, fees, and conditions of service. At any time service is discontinued, terminated or suspended, the Corporation 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 Corporation. **The meter connection is for the sole use of the Member or 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, resell, or submeter water (without a prior written agreement) to any other persons, dwellings, businesses, or property, etc., is prohibited.**

The Corporation shall have the right to locate a water service meter and the pipe necessary to connect the meter on the Member's property at a point to be chosen by the Corporation, and shall have access to its property and equipment located upon Member'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 Corporation shall have the right to remove any of its equipment from the Member's property. The Member shall install, at their own expense, any necessary service lines from the Corporation's facilities and equipment to the point of use, including any customer service isolation valves, backflow prevention devices, clean-outs, and other equipment as may be specified by the Corporation. The Corporation shall also have access to the Member'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 and the Corporation's Tariff and service policies.

This service agreement serves as notice to each member/customer of the restrictions, which are in place to provide this protection to the drinking water supply from contamination or pollution which could result from improper practices. The Corporation shall enforce restrictions to ensure the public health and welfare. The following undesirable practices are prohibited by state regulations:

- a. **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 airgap or an appropriate backflow prevention assembly in accordance with state regulations.**
- b. **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 proper installation of an air gap or a reduced pressure-zone backflow prevention assembly and a service agreement must exist for annual inspection and testing by a certified backflow prevention device tester.
- c. No connection which allows condensing, cooling, or industrial process water to be returned to the public drinking water supply is permitted.
- d. No pipe or pipe fitting which contains more than 0.25% lead may be used for the installation or repair of plumbing on or after July 1, 1988, at any connection which provides water for human consumption.
- e. No solder or flux which contains more than 0.2 % lead may be used for the installation or repair plumbing on or after July 1, 1988, at any connection which provides water for human consumption.

The Corporation shall maintain a copy of this agreement as long as the Member and/or premises is connected to the public water system. The Member shall allow their property to be inspected for possible cross-connections, potential contamination hazards, and illegal lead materials. These inspections shall be conducted by the Corporation or its designated agent prior to initiating service and periodically thereafter. The inspections shall be conducted during the Corporation's normal business hours.

The Corporation shall notify the Member in writing of any cross-connections or other undesirable practices which have been identified during the initial or subsequent inspection. **However, water service may be disconnected without notice if a known dangerous or hazardous condition exists.** The Member shall immediately correct any hazardous or undesirable practice on their premises. The Member shall, at their expense, properly install, test, and maintain any backflow prevention device required by the Corporation. Copies of all testing and maintenance records shall be provided to the Corporation as required. Failure to comply with the terms of this service agreement shall cause the Corporation to either 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 agreement shall be billed to the Member.

In the event the total water supply is insufficient to meet all of the Members, or in the event there is a shortage of water, the Corporation may initiate the Emergency Rationing Program as specified in the Corporation's Tariff. By execution of this agreement, the Applicant hereby shall comply with the terms of said program.

By execution hereof, the Applicant shall hold the Corporation harmless from any and all claims for damages caused by service interruptions due to waterline breaks by utility or like contractors, tampering by other Member/users of the Corporation, normal failures of the system, or other events beyond the Corporation's control.

The Applicant shall grant to the Corporation, now or in the future, any easement(s) of right-of-way for the purpose of installing, maintaining, and operating such pipelines, meters, valves, and any other equipment which may be deemed necessary by the Corporation to extend or improve service for existing or future Members, on such forms as are promulgated by the Corporation.

By execution hereof, the Applicant shall guarantee payment of all other rates, fees, and charges due on any account for which said Applicant owns a Membership. Said guarantee shall pledge any and all Membership Fees against any balance due the Corporation. Liquidation of said Membership Fees shall give rise to discontinuance of service under the terms and conditions of the Corporation's tariff.

By execution hereof, the Applicant agrees that non-compliance with the terms of this agreement by said Applicant shall constitute denial or discontinuance of service until such time as the violation is corrected to the satisfaction of the Corporation.

Any misrepresentation of the facts by the Applicant of this agreement shall result in discontinuance of service pursuant to the terms and conditions of the Corporation's tariff.

Witnesseth

Applicant Member Signature

Date Approved and Accepted

Applicant Member Printed Name

Date Approved

NOTE: **SERVICE APPLICATION AND AGREEMENT MUST BE COMPLETED AND SIGNED BY THE PROPERTY OWNER ONLY**

**YOU CAN NOW REQUEST THAT PERSONAL INFORMATION
CONTAINED IN OUR UTILITY RECORDS
NOT BE RELEASED TO UNAUTHORIZED PERSONS**

The Texas Legislature has enacted a bill, which was effective September 1, 1993, allowing publicly owned utilities to give their customers the option of making the customer's address, telephone number, account records, and social security number confidential. {TX Utility Code Confidential, Subchapter B. 182.052 (a)}

HOW CAN YOU REQUEST THIS?

Simply complete the form at the bottom of this page and return it to:

Oak Hills Water Supply Corporation
6646 U.S. Hwy. 181 North
Floresville, Texas 78114

Your response is not necessary if you do not want this service.

WE MUST STILL PROVIDE THIS INFORMATION UNDER LAW TO CERTAIN PERSONS.

We must still provide this information to (1) an official or employee of the state or a political subdivision of the state, or the federal government acting in an official capacity: (2) an employee of a utility acting in connection with the employee's duties: (3) a consumer reporting agency: (4) a contractor or subcontractor approved by and providing services to the utility or to the state, a political subdivision of the state, the federal government, or an agency of the state or federal government: (5) a person for whom the customer has contractually waived confidentiality for personal information: or (6) another entity that provides water, wastewater, sewer, gas, garbage, electricity, or drainage service for compensation.

Detach and Return This Section

Yes, I want you to make my personal information confidential.

Name of Member

Account Number

Address

Area Code/Telephone Number

City, State, Zip Code

Signature

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**OAK HILLS WATER SUPPLY CORPORATION
6646 U.S. HWY. 181 NORTH
FLORESVILLE, TEXAS 78114-6251
830-393-7739**

MONTHLY RATES

The Oak Hills Water Supply Corporation Board of Directors held a public meeting on August 15, 2022 and voted to increase the conservation rates, **the base rate will remain the same**. The new rates will go into effect with your **December 2022 billing**. (Our last rate increase was May 2015)

| | | |
|--------|---------------|--------------------------|
| 0 | to 1,000 gal. | \$24.00 Minimum |
| 1,001 | to 8,000 gal. | \$1.80 per Thousand gal. |
| 8,001 | to 10,000gal. | \$2.00 per Thousand gal. |
| 10,001 | to 15,000gal. | \$2.50 per Thousand gal. |
| 15,001 | to 20,000gal. | \$3.50 per Thousand gal. |
| 20,001 | to 40,000gal | \$5.00 per Thousand gal. |
| 40,001 | and over | \$7.00 per Thousand gal. |

| | |
|--------------------------|-------------------|
| MEMBERSHIP FEE | \$100.00 |
| INSTALLATION AND TAP FEE | \$800.00 |
| CAPITAL IMPROVEMENT | <u>\$2,600.00</u> |
| TOTAL | \$3,500.00 |

- **Membership Transfer Fee - \$50.00**
- **Past Due charges \$15.00 (after 10th of month)**

Failure to receive bill does not exempt you from monthly payment or disconnect.

- **Return Check Charge (NSF) \$35.00**
- **Processing Fee - \$50.00**

The Past Due amount is due before 8:00 a.m. on or before the last Tuesday of the month. If payment in full has not been received in the office by 8:00 a.m. on cutoff morning, your account will be placed on the cutoff list and assessed a \$50.00 lock-up processing fee.

The total amount of the delinquent bill plus the lock-up processing fee must be paid in the office by 4:00 p.m. before the meter will be guaranteed to be unlocked that day.

WE DO NOT UNLOCK AFTER 5:00 P.M.

- **Please include the account number and/or the name of the individual who owns the membership to insure we credit the proper account. Never drop a payment in the “NIGHT DEPOSIT” box (located at the end of the building) and assume that based on the amount, we can figure out to which account payment has been made. If you pay in person, bring your entire bill, including the payment stub. If you pay by mail, please include the small payment stub with your payment.**
- **SELLING YOUR PROPERTY OR MOVING**
Please call the office (830) 393-7739

As a MEMBER, it is your RESPONSIBILITY to contact the office if you sell your property. You will need to sign a Membership Transfer Form and advise us of a final meter reading date, which would generate your final bill. Please pay this bill promptly to facilitate a smooth transfer of membership.

The person buying your home needs to contact us regarding the transfer of membership. The \$50.00 Transfer Fee will be assessed to the new owner.

Any MEMBER renting or leasing property is responsible for all charges due to the Corporation. Billing will be sent to the property owner.

If you have any questions concerning your bill, please call (830) 393-7739 during OFFICE HOURS (9:00 a.m. to 5:00 p.m.) Monday through Friday. After office hours, please leave a message on recorder and we will return your call as soon as possible.

OAK HILLS WATER SUPPLY CORPORATION

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If you are building a new home, please notify us when your contractor is ready for plumbing.

A Service Inspection needs to be done some time after the plumbing is installed and before the walls are installed.

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July 1, 2014

CONCERNING SPRINKLER SYSTEMS

Oak Hills WSC's water is safe and all water samples each month show no contaminants and is bacteriologically suitable for human consumption.

Your Landscape Irrigation System may be in violation of TCEQ's (Texas Commission on Environmental Quality) Landscape Irrigation rules and regulations, RULE 344.51(d).

All irrigation systems, new or existing, **MUST BE EQUIPPED** with an approved backflow prevention assembly. Because you have an **ON-SITE SEWAGE FACILITY** i.e. septic tank, your irrigation system must have an **above ground REDUCED PRESSURE ZONE ASSEMBLY** backflow preventer if it was installed after 2009.

Oak Hills WSC needs all Members that have sprinkler systems which were installed after 2009 to evaluate their backflow prevention assembly and make sure you **DO** have the **REDUCED PRESSURE ZONE ASSEMBLY** for your backflow prevention. If you do not have a **REDUCED PRESSURE ZONE ASSEMBLY** for your backflow prevention according to RULE 344.51(d), you will need to have one installed and have it tested by a licensed backflow prevention assembly tester annually. The signed and dated original test report must be submitted to Oak Hills WSC for our record keeping purposes.

If your irrigation system was installed prior to 2009, a double-check valve assembly is adequate as long as it has been tested annually by a licensed backflow prevention assembly tester to assure that it is functioning correctly. ***Oak Hills WSC will need the original annual testing on file** for our record keeping purposes. If you have not had your double-check valve assembly annually tested, you will need to have it tested by a licensed backflow prevention assembly tester and Oak Hills WSC will need the original test on file. However, if it fails inspection, **YOU MUST GET A RPZ INSTALLED**, and the signed and dated original test report must be submitted to Oak Hills WSC for our record keeping purposes.

This action is taken in accordance with the Federal Safe Drinking Water Act Amendments of 2009 and with the State of Texas Cross-Connection Control rules and regulations. Under these rules and regulations Oak Hills WSC has the primary responsibility of protecting the public water from backflow of dangerous substances which would endanger the public health or physically damage the public water system. This is for the safety of you, your family and your neighbors. On the back of this letter you will find a list of licensed backflow prevention assembly testers. Thank you for your prompt attention on this important matter.

OAK HILLS WATER SUPPLY