

GENERAL INFORMATION

1. Office hours are 9:00 a.m. – 5:00 p.m., Monday through Friday, except on legal or posted holidays. We are closed occasionally between 12:00 p.m. and 1:00 p.m. for lunch, when one person is working in the office that day.
2. Membership and Service Fees for SSWSC are \$100 Membership, \$2,100 Capital Improvement Fee (sometimes referred to as a buy-in fee), \$285 new meter installation, \$75 for mandatory backflow preventer and customer shut off valve, \$35 for a pressure regulator if needed, and a \$50 Easement fee (if required). The installation covers a standard size meter. Any road bore, line extension and/or road crossing are separate and additional charges. All charges are subject to change as prices vary. Application for Membership must be presented to the Board of Directors for approval.
3. The fee to have an Easement Agreement drawn up and filed at the County Clerk's Office is \$50. We need a copy of the member's deed in order to do this. We must have an easement before we can install the meter. In some subdivisions it is not necessary for the individual owner to obtain the easement. Talk to the Office manager to see if we need one for your property.
4. Regular Board of Director meetings are held on the second Monday of the month at 7:30 p.m. in the SSWSC office building at 10393 U.S. Hwy 87 W., 2.9 miles east of LaVernia.
5. In hooking up your water meter and running water lines, PLEASE use extreme care to not damage any underground service lines. If you are unsure of where underground water lines are located, please contact this office at 830-779-2837 or our Metro #830-253-1333 during normal business hours. The same number after hours will connect you with the answering service. They will notify the on-call personnel in case of an emergency. If an existing service line is cut, there will be a \$50.00 per hour charge for equipment usage, labor, materials, and parts; and the estimated water loss will be charged to the property owner. We hope that you will help lessen the problems of water line breaks. With your cooperation, the water system will benefit by minimizing the water loss, and our members in your area will also benefit by not having their service disrupted.
6. Only **ONE RESIDENCE PER METER** is permitted. If you have two or more residences tied to one meter you are in violation of State Law. You must apply for another membership with the Corporation or forfeit your present membership.
7. Minimum charge for water is \$23.30 per month for a standard size meter, which includes 2,000 gallons of water; thereafter the charges are:

2,001 – 15,000 gallons	\$2.34 per thousand gallons
15,001 – 30,000 gallons	\$3.51 per thousand gallons
30,001 – 50,000 gallons	\$4.45 per thousand gallons
50,001 – 100,000 gallons	\$6.12 per thousand gallons
100,001 gallons and above	\$7.78 per thousand gallons

The Texas Natural Resource Conservation Commission imposes an assessment of ½ of one percent on all water sales. This is added to the bill each month.

8. Bill is always due on the 10th of each month. If bill is not paid by the 10th of each month, the account becomes delinquent. A cut-off notice will then be generated and mailed, indicating cut-off day. If payment in full has not been received in the office, and at such time when SSWSC representatives have arrived at the location for purposes of discontinuing the service (locking of the meter) on the date as stated on the Cut-Off

Notice, a fifty (\$50.00) dollar Administrative Reset Fee will be added to the account. The meter will be locked and services will not be restored until both the delinquent bill and \$50 fee is paid. In the event that the 10th of the month falls on a Saturday or a Sunday, payments will be accepted in the office on Monday until the close of business that day. Any payments left in the night drop after 5:00 p.m. will be subject to late fees.

9. The charge for an NSF or returned check is \$35.00
10. Meter readings are taken in sequential route order starting around the first of each month.
11. To transfer a Membership, there is a \$25.00 transfer fee and a \$25.00 service fee (total \$50.00). The procedure is as follows:

Present Member:

- Membership Certificate must be properly executed and surrendered to the Corporation.
- All monies owed to the Corporation must be paid in full.
- A final meter reading must be taken by the Corporation on the day the property is vacated. Final bill needs to be paid.

Prospective New Member:

- Required forms must be completed.
- \$50 in transfer fees must be paid.
- A copy of the Warranty deed showing ownership of the property is required.

No transfer will be made until the above steps are completed.

12. SSWSC will send a duplicate bill to the renter/lessee after proper form completion, by the Member, at a \$1.00 monthly fee.
13. Service Trip fee is \$25.00
14. Equipment Damage Fee: Actual cost of damage
15. A History Report can be obtained by a Member at no charge for up to a six-month record.
16. Meter Test Fee is \$60.00 if applicable.
17. Shut off valves, backflow preventers, and pressure regulators may be purchased from the Corporation at the current list price.
18. The Corporation is governed by a Tariff and By-Laws available for inspection at the corporate office.