

CRYSTAL SPRINGS WATER CO., INC

23449 Hwy. 59 North
P.O. Box 603
Porter, Texas 77365

Office: 281-354-5136 Fax: 281-354-0549

APPLICATION FOR WATER UTILITY SERVICE

INSTRUCTIONS

Please complete lines one through seven of the application. The name on the application must appear on the "Lease Agreement" or "Contract". Sign and date page four. Return the application to our office, along with your remittance, a copy of your driver's license (with photo), and a copy of your "Lease Agreement" or "Contract," or "Warranty Deed" where you purchased your property. This MUST have the legal description of the property, as well as physical address. Our computers are programmed for legal description only.

If a CSI is needed, inspections can be performed by a MASTER PLUMBER, ONLY if they hold a WSPS or CSI Certification. The Licensed CSI Inspector or Master Plumber, with a WSPS or CSI Certification, MUST attach a copy of their Master License, CSI Certification and Drivers License (with photo) to the CSI form.

Water only and Spring Branch Crossing

APPLICATION FOR WATER UTILITY SERVICE

Customer I.D. #: _____ Landlord _____

Account #: _____ **EMAIL ADDRESS:** _____

Meter #: _____

1. Applicant's Name: _____

Applicant is (check one): landowner: _____ tenant: _____

2. Applicant's Driver's License #: _____ State: _____

3. Applicant's Social Security #: _____

4. Subdivision: _____

Lot: _____ Block: _____ Section: _____

5. Physical Address: _____

City/State/Zip: _____

6. Mailing Address: _____

City/State/Zip: _____

7. Phone #: (Home) _____ (Work) _____

FOR OFFICE USE ONLY

FEES REQUIRED FOR SERVICE:

Water Tap (single family only) _____

Water Deposit _____

Water Connection / Transfer Fee _____

Water Re-connection (non-payment of bill) _____

Meter Tampering (Illegal use of water or meter damage) _____

Other _____

Total Amount Due =====

Service Inspection Received _____

Date Received _____

Copy _____

Sequence # _____

SERVICE AGREEMENT

REVISED

- I. PURPOSE: CRYSTAL SPRINGS WATER CO., INC., is responsible for protecting the drinking water supply from contamination or pollution which could result from improper practices. Minimum pressure of 35 PSI, will be furnished at the service meter under normal conditions. We will guarantee 0.2 per liter MG/L minimum chlorine at the service tap only! Drought contingency will be implemented throughout our water districts, or subdivisions, at our discretion only, including wholesale buyers. The purpose of this agreement is to notify each customer of the plumbing restrictions, which are in place to provide this protection. The utility enforces these restrictions to ensure the public health and welfare. Each customer MUST SIGN this agreement with CRYSTAL SPRINGS WATER CO., INC., BEFORE service will begin. In addition, when service to an existing connection has been suspended, terminated, or disconnected for non-payment, Crystal Springs Water Co., Inc., will not re-establish service unless it has a signed copy of this agreement on file.

- II. PLUMBING RESTRICTIONS: The following unacceptable plumbing practices are prohibited by State regulations:
 - A. No direct connection between the public drinking water supply and potential source of contamination is permitted. Potential sources of contamination shall be isolated from the public water system by an air-gap or an appropriated back-flow prevention device.
 - 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 installation of an air-gap or a reduced pressure-zone back-flow prevention device.
 - C. No connection, which allows water to be returned to the public drinking water supply, is permitted.
 - D. No pipe or pipe fitting which contains more than .25% lead may be used for the installation or repair of plumbing at any connection, which provides water for human use.
 - E. Plumbing installed on or after January 4, 2014 bears the expected labeling indicating $\leq 0.25\%$ lead content. If not properly labeled, please provide written comment.
 - F. No solder or flux, which contains more than 0.2% lead, can be used for the installation or repair of plumbing at any connection, which provides water for human use.

- III. SERVICE AGREEMENT: The following are the terms of the service agreement between CRYSTAL SPRINGS WATER CO., INC., and the customer, which is named and signed at the end of this agreement.
 - A. The water system will maintain a copy of this agreement up to ten (10) years. After the ten years, the paper copy will be destroyed and your information will be stored on our computer system.
 - B. The customer shall allow his property to be inspected for possible cross-connections and other unacceptable plumbing practices. These inspections shall be conducted by the water system or its designated agent, prior to initiating new water service; when there is reason to believe that cross-connections or other unacceptable plumbing practices exist; or after any major changes to the private plumbing facilities. The inspections shall be conducted during the water system's normal business hours.
 - C. The water system 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.
 - D. The customer shall immediately correct any unacceptable plumbing practice on his premises.
 - E. The customer shall, at his expense, properly install, test, and maintain any back-flow prevention device required by the water system. Copies of all testing and maintenance records shall be provided to the water system.
 - F. By signing this application/service agreement for public service, I/We agree to comply with the utility's tariff and all rules and regulations of the Texas Commission on Environmental Quality (TCEQ) and other applicable regulatory agencies. I have had an opportunity to review the utility's tariffs and the TCEQ's rules. I guarantee prompt payment of all utility bills for the service address printed herein. I/We agree to remain responsible for utility bills for this service address from the date service is started until the date service is terminated.

- G. I/We understand that utility employees shall not be hindered access to the utility easement on my property for purposes of reading, testing, installing, maintaining and removing meters and using utility cutoff valves. Conditions that may hinder access include, but are not limited to: 1) fences with locked gates, 2) vehicles or objects placed on top of meters or meter boxes, 3) UNRESTRAINED ANIMALS. FENCED YARDS WITH DOG'S INSIDE WILL NOT BE ENTERED. If meters are inside fenced yards with dogs, the meter, at the owner's expense, must be moved outside of the fence. OWNER MUST KEEP METER BOX CLEAN OF ALL DEBRIS, WEEDS AND GRASS.
- H. I/We acknowledge that I/We am/are responsible for damage or damages to utility-owned property caused by my guests, my agents, others, and myself under my control. I agree to take no actions to create a health hazard or otherwise endanger the utility's plant, its personnel, or its customers. I agree to put no unusual, non-domestic service demand on the utility.
- I. If there is more than one home on a lot, with active meters, and all accounts are in the same name, and one account is cut for non-payment, or due to customer's request, and that bill is not paid, Crystal Springs Water Co., Inc. has the authority to cut all meters on that lot until all bills are paid in full.
- J. TAPS ARE FOR SINGLE RESIDENCE ONLY. I ACKNOWLEDGE THAT I MAY NOT RESELL OR GIVE WATER SERVICE TO ANOTHER RESIDENCE, ON OR OFF MY PROPERTY. I MAY NOT EXTEND WATER SERVICE FROM MY METER OR SERVICE LINE TO ANYONE.

IV. ENFORCEMENT: If the customer fails to comply with the terms of this service agreement, the water system shall, at its option; either terminate service or properly install, test and maintain an appropriate back-flow prevention device at the service connection. Any expenses associated with the enforcement of this agreement shall be billed to the customer. If you do not pay the billed amount, your service may be disconnected.

V. LANDLORD GUARANTEE: Applications by tenants, MUST BE COUNTERSIGNED by the owner of the property, prior to the service being connected to the tenant. By signing this application/service agreement, the landlord grants all required easements. The LANDLORD GUARANTEES PAYMENT, if the tenant moves, owing for damage to utility owned equipment.

LANDLORD INITIALS: _____

VI. LIMITATION ON PRODUCT/SERVICE LIABILITY: The utility will not accept liability for any injury or damage to individuals or their property occurring on the customer's side of the meter, when the water delivered, meets state potability and pressure standards. The utility will accept liability for any injury or damage to individuals or their property directly caused by defective utility plant (leaking water lines and meters), or by the construction of or repair to the utility's facilities by authorized personnel. Liability is further limited as set forth in the utility's tariff. The Owner/Tenant will accept liability for any injury for damage to utility employees or utility owned equipment.

VII. PAYMENTS – DUE DATE AND PAST DUE: Payment shall be due on or before the **DUE DATE SHOWN ON THE BILL**. After that date, a late charge of ten percent (10%) will be assessed on the past due balance. To avoid the late fee, payment must be received in our office by 4:30 p.m. on due day. A customer who is delinquent in payment shall be sent a notice on the day after the due date the past due bill that his service will be discontinued on the eleventh (11th) day after the post date of such notice unless payment in full is received by that day. If service is discontinued, it will be reconnected upon payment in full of all amounts due by cash, money order, cashier's check or credit/debit card. For your convenience, we have a drop box on the outside of the building. DO NOT

PUT CASH IN THE DROP BOX. We also offer online payment; a service fee is applied.
Go to www.cswi.com

- VIII. I understand that I must have the attached service inspection certification completed by a LICENSED CSI INSPECTOR, or MASTER PLUMBER (with a WSPS or CSI certification). I understand that this is part of the requirements to receive water from Crystal Springs Water Co., Inc. Once the CSI is returned to Crystal Springs Water Co., Inc., the service will be turned on within twenty-four (24) hours.
- IX. I/we must provide Crystal Springs Water Co., Inc., a copy of one of the following items prior to my service being connected; 1) a notarized rental agreement, signed by all parties, along with this application signed by the landlord, 2) a purchase agreement, signed by all parties (new contracts with no down payments, will be treated as rental agreements and seller/landlord must guarantee payments, 3) a deed showing that I am the owner of the property, free and clear of all liens.
- X. WATER SERVICE CANNOT BE TURNED ON BY ANYONE OTHER THAN CRYSTAL SPRINGS WATER CO., INC. If the water company finds water illegally being used, the water will immediately be disconnected, and a fifty (\$50.00) dollar tampering fee MUST be paid before service will be re-connected.

NO PAYMENTS WILL BE ACCEPTED IN THE FIELD!

I HAVE RECEIVED A COPY OF THIS APPLICATION

Applicant's Signature

Utility Representatives Signature

Date

Guarantor or Landlords Signature

Address and Phone number of Landlord

RATE CHARGES EFFECTIVE JUNE 2023

Water Tap

<u>Meter Size</u>		<u>Monthly Base Rate</u>	<u>Gallonage Charge</u>
5/8" or 3/4"	\$1,200.00	\$46.24 (includes "0" gallons)	\$3.29 per 1000 gallons
1"	\$3,000.00	\$115.60 (includes "0" gallons)	\$3.29 per 1000 gallons
1 1/2"	\$6,000.00	\$231.18 (includes "0" gallons)	\$3.29 per 1000 gallons
2"	\$9,600.00	\$369.89 (includes "0" gallons)	\$3.29 per 1000 gallons
3"	\$18,000.00	\$693.55 (includes "0" gallons)	\$3.29 per 1000 gallons

*TAP FEE (Larger meters)Actual Cost
TAP FEE IS THE UTILITY'S ACTUAL COST FOR MATERIALS AND LABOR FOR METER SIZE INSTALLED.

If no usage, bill will be base rate, plus tax.

Water Deposit	\$50.00
(upon request from customer, after eighteen (18) months with no late charges added, this amount will be credited to account. In case of delinquent account and deposit has been refunded, it will have to be reinstated)	
Water Connection / Transfer Fee	\$50.00
Water Re-connection (non-payment of bill)	\$50.00
Returned Check	\$35.00
Water Late Charge	10%
Lone Star Ground Water Conservation Fee	\$0.105 per 1000 gal. of water
Bluebonnet Ground Water Fee	\$.035 per 1000 gal. of water
Meter Tampering (illegal use of water or meter tampering)	\$50.00 (minimum)
Meter Reset Fee (meter pulled for tampering)	\$100.00
Residential Road Bore (up to 2" line)	\$800.00
Road Bore (above 2" line)	actual cost
System Damage Repairs (due to customer damage)	\$75.00/hr. + parts

A regulatory Assessment (fee) of 1% is added to base rate and gallonage charges in all subdivisions.

CSI

Customer Service Inspector looking for:

1. Cross connections between water and sewer line.
2. Lead piping or lead solder.
3. Back flow prevention – must have vacuum breakers on all outside faucets.
4. Plumbing throughout the house must be done to state code.