

RED RIVER AUTHORITY WATER SERVICE CONTRACT CHECKLIST

DATE:

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PROCEDURES TO FOLLOW FOR NEW CONTRACTS

IS THE APPLICANT THE PROPERTY OWNER

CALLED OFFICE TO CHECK FOR BAD DEBT AND FOR THE APPLICABLE FEES

MET CUSTOMER THE _____ DAY AFTER INITIAL CONTACT

PROVIDED CUSTOMER WITH CURRENT SYSTEM VIOLATION LETTER (If Applicable)

EXAMINED METER LOCATION WITH CUSTOMER

LOCATED CUSTOMER VALVE

CUSTOMER VALVE IN GOOD CONDITION

EXPLAINED THAT A CUSTOMER VALVE SHOULD BE INSTALLED (If Applicable)

SHOWED THE CUSTOMER THE AUTHORITY'S VALVE AND THAT IT SHOULDN'T BE USED

THE AUTHORITY'S VALVE IS IN GOOD CONDITION

EXPLAINED HOW THE METER FUNCTIONS

EXPLAINED HOW TO REQUEST LINE LOCATES AND THE IMPORTANCE

EXPLAINED THE IMPORTANCE OF COMPLETELY FILLING OUT THE BANK DRAFT AUTHORIZATION

EXPLAINED THE SYSTEM'S RATES

EXPLAINED CROSS CONNECTIONS AND IMPORTANCE OF INSURING THAT THEY DO NOT EXIST

EXPLAINED HOW TO PLUMB A STOCK TUB (If Applicable)

EXPLANATION OF FEES

ENSURE CHECK IS FOR THE CORRECT AMOUNT

ENSURE CHECK IS VALID AND SIGNED

VIEWED DRIVERS LICENSE

ACQUIRED GEOGRAPHICAL INFORMATION

ISSUED CUSTOMER A BUSINESS CARD

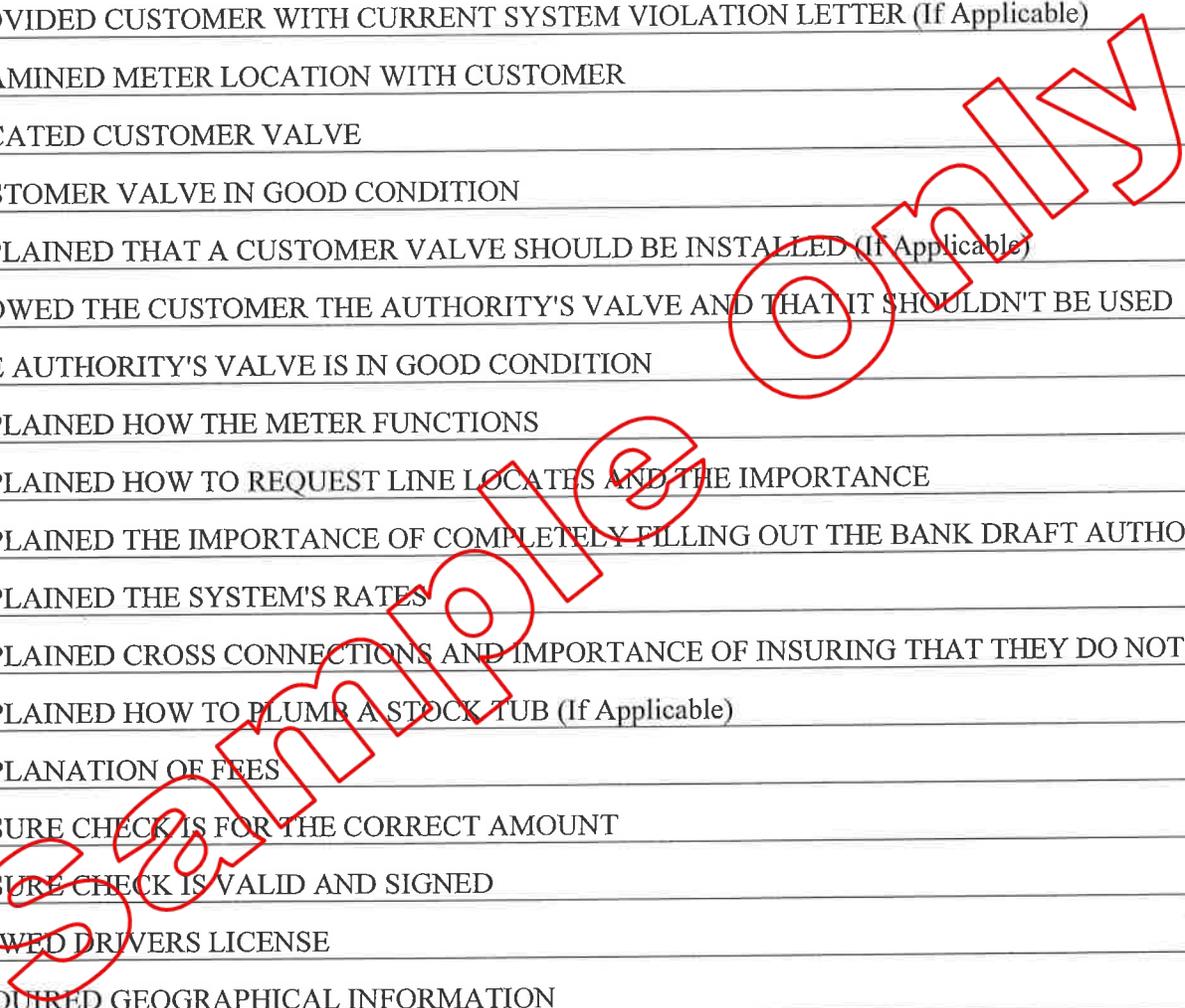
EXPLAINED BILLING PROCEDURES AND PAYMENT REQUIREMENTS

COMPLETED ENTIRE CONTRACT AND ACQUIRED SIGNATURES

NOTES:

DISTRICT MANAGER SIGNATURE

CUSTOMER SIGNATURE





RED RIVER AUTHORITY OF TEXAS UTILITY DIVISION



WATER METER APPLICATION

District Number: _____ System: _____ Account Number: _____

Geographical Location: _____ Lot/Block Number: _____

Name: _____
(Last) (Middle) (First) (Driver's License Number)

Spouse: _____
(Last) (Middle) (First) (Driver's License Number)

Billing Address: _____

(City) (State) (Zip)

Home Phone Number: () _____ Work Phone Number: () _____

Email Address: _____

SAMPLE ONLY

1. Do you own or rent the property? Own Rent
2. If renting, what is the owner's name? _____
3. Type of Service? Domestic Livestock
 Full Time Part Time Other _____
4. Sewerage Facilities Available? Yes No
5. Type of Connection: New Tap Long Short
 Existing Tap Extension
6. Customer service inspection conducted? Yes No

The tap, set-up fee, inspection fee and customer valve will be \$768.00 (or the amount shown on the cost estimate in case of a long tap, extension, and/or sewerage service), and will **not** be refundable **unless** a meter cannot be set at the above-described location. In the event that service is being provided at an existing location, the total service connection costs will be calculated on the attached Domestic Water Service Contract. Additionally, a \$50.00 refundable deposit must be posted at the time a water service contract is executed, prior to the installation of a meter.

(Date)

(Customer Signature)



RED RIVER AUTHORITY OF TEXAS



DOMESTIC WATER SERVICE CONTRACT UTILITY DIVISION

This Agreement made this the _____ day of _____, 20____, between the Red River Authority, an agency of the State of Texas, hereinafter called **AUTHORITY** and _____, hereinafter called **CONSUMER**.

WITNESSETH

- I. The **AUTHORITY** agrees to sell and deliver water from the Water Supply System, and the **CONSUMER** agrees to purchase and receive such water, to be used for domestic purposes, in accordance with the rules, regulations, rates, and prices fixed and adopted by the Board of Directors of the **AUTHORITY**.
- II. All water delivered to the **CONSUMER** shall be metered by a meter furnished, installed, and maintained by the **AUTHORITY**. The meter and/or the connection are for the sole domestic use of the **CONSUMER** and are to serve water to **ONLY** one dwelling and do **NOT** permit the extension of a pipe or pipes to transfer water from one dwelling or property to another; nor is it to share, resell, or sub-meter water to any other persons, dwelling, business, or property, without prior written approval of the **AUTHORITY**.
- III. The **AUTHORITY** shall have the right to locate a water service meter on the property of the **CONSUMER** at a point to be chosen by the **AUTHORITY**, and shall have access to the property and all associated equipment located upon said property at all reasonable times, for any purpose connected with or in the furtherance of its business operations, and, at termination of service, shall have the right to remove any or all of its equipment from the **CONSUMER**'s property. Any and all livestock water tubs, out buildings or structures shall be located a minimum of 20 feet from the **AUTHORITY**'s service meter.
- IV. The **CONSUMER** shall be responsible to:
 - A. Install and maintain, at his or her expense, a service line from the **AUTHORITY**'s meter to the point of intended use.
 - B. Install and maintain an approved cut off valve and/or an approved back flow preventive device as required within one foot of said meter.
 - C. Promptly pay for all metered water and/or keep account current, whether water is used or not.
 - D. Promptly notify the **AUTHORITY** of any change in ownership or rental status of said property.
- V. The **CONSUMER** shall agree:
 - A. To observe and comply with all the **AUTHORITY**'s rules and regulations now in effect or hereafter adopted.

- B. To promptly pay the **AUTHORITY**, at its main office in Wichita Falls, Texas, for all water received under this Contract, the monthly **MINIMUM**, whether water is used or not, on or before the 15th day of each month.
- C. That the **AUTHORITY** will not accept partial payment of the monthly statement rendered.
- D. That the **AUTHORITY** will not accept payment from anyone other than the **CONSUMER** without prior approval of the **AUTHORITY**,
- E. That the **AUTHORITY may disconnect and cut off the water, without notice, upon breach of this Contract**, including the failure of the **CONSUMER** to pay, in full, the monthly statement rendered, and apply the posted deposit to any unpaid balance or indebtedness owed the **AUTHORITY** by the **CONSUMER**.
- F. That in the event a shortage of water develops for any reason, the **AUTHORITY** may institute a Mandatory Curtailment Order and implement water rationing schedules among all consumers on the affected Water Supply System and prohibit the use of water for all other purposes, except that of life sustaining, until such time as the water shortage has passed and normal service restored. Any or all violators of a rationing request shall be subject to an immediate service disconnect together with a \$50.00 reconnect fee and other fees associated with the reinstatement of service.
- VI. The **CONSUMER** shall hold the **AUTHORITY** harmless from any and all claims or demands for damage to real or personal property occurring from the point the **CONSUMER** connects to the **AUTHORITY**'s meter to the final destination or intended use. The **CONSUMER** further agrees to provide the **AUTHORITY** an easement or right-of-way for the purpose of installing, maintaining, and operating such pipelines, meters, valves and/or any other equipment the **AUTHORITY** may deem necessary, so executed on a separate form furnished by the **AUTHORITY** and attached here to, marked **EXHIBIT A**.
- VII. The **CONSUMER** shall agree to allow the **AUTHORITY**'s representatives to enter the property to be served, for the purpose of performing a Customer Service Inspection of the **CONSUMER**'s facilities for compliance with all applicable rules and regulations and plumbing codes, prior to making the initial connection, and periodically thereafter whenever the **AUTHORITY** would have reason to believe a violation may exist. The **CONSUMER** shall uncover and otherwise make available for inspection, at his or her own expense, all lines and other facilities requested by the **AUTHORITY**'s representatives. Failure of the **CONSUMER** to comply with such a request or to correct any violation found as a result of an inspection shall be grounds for immediate severance of the connection. A severance shall remain in effect until any and all discrepancies have been corrected, and a reconnect fee of fifty (\$50.00) dollars plus all other fees associated with reinstatement of service, plus all incurred expenses, are paid to the **AUTHORITY**.
- Unacceptable plumbing practices requiring immediate service include:
- A. Direct connections between the water system and any potential sources of contamination.
- B. Cross-connections between the water system and a private water system.
- C. Connections allowing water to be returned to the water system.
- D. Use of pipes or fittings containing more than 8% lead.
- E. The use of solder or flux containing more than 0.2% lead.

- VIII. The **AUTHORITY** shall provide the **CONSUMER** under this Contract, a **maximum** discharge rate at the meter of twenty (20 GPM) gallons per minute intermittent duty, not to exceed 10,000 gallons in any one 24-hour period. Should the demand become greater than 10,000 gallons in any one 24-hour period, the **CONSUMER** may make application for a commercial connection. The minimum discharge rate at the meter shall be at least 5 GPM, with a minimum of 20 psi pressure. Should the water system fail to provide at least the minimum discharge rate and pressure, this Contract shall be terminated at the option of either or both parties and a Disconnect Order issued within 24 hours after notification of the **CONSUMER**.
- IX. If sewerage facilities are available, service may be provided under the following conditions:
- A. **Gravity Sewer Tap:** where applicable the **AUTHORITY** will provide service and maintenance from the main lines to the customer's property line.
 - B. **Pressure Sewer Tap:** where applicable the **AUTHORITY** will provide service from the main to the sump tank to be located adjacent to the customer's septic tank to include maintenance of the pump. The customer is responsible for furnishing and maintaining electrical service for the pump and keeping the solids in the septic tank from entering the sump tank.
- X. The rate, fees, deposits, and miscellaneous charges in effect as of the date of this Contract are provided and attached for the **CONSUMER's** information and are subject to change by 30 days written notice. This contract is non-transferable.
- XI. Some cities have contracted with the **AUTHORITY** to collect Solid Waste Collection Fees on their behalf. If your water system is within the service area of one of these cities, the Solid Waste Collection Fee will be listed on page 4 of this Contract. Failure to pay the fee will result in disconnection of water service.
- XII. The terms of this Contract shall be in effect as long as service is provided to the **CONSUMER**, but may be terminated by ten (10) days written notice of either party. To reinstate this Contract at an existing location, the fee shall be computed at the regular monthly rate, multiplied by the number of months since time of disconnecting, plus the reconnect fee, deposit, and any other fees associated with reinstatement of service.
- XIII. Should the **owner** desire to **rent** his or her property and thereby transfer the burden of responsibility to that account, the **AUTHORITY** will **transfer** the account (temporarily) to the renter, providing:
- A. The customer elects to do so.
 - B. The customer's account is current.
 - C. The renter posts a \$50.00 Deposit and a \$50.00 Transfer Fee.

When a renter vacates the property, the **AUTHORITY** will transfer said account back to the **owner**, thereby transferring the responsibility for payment. **No contract will be executed with anyone other than the property owner except under the conditions listed above.**

SYSTEM RATE*	
Minimum Base: \$ _____	per month, with _____ gallons included**
Demand Block 1: \$ _____	per 1,000 gallons for the next _____ gallons
Demand Block 2: \$ _____	per 1,000 gallons over _____ gallons
Sewer Rate: \$ _____	per month (if applicable) ** ** (Payable if water is used or not)
Solid Waste: \$ _____	per month (if applicable) **
FEES	
Short Tap (within 10 feet of main line)	\$ 680.00
Long Tap (the entire cost plus)	680.00
Account Set-up Fee	15.00
Reconnect or Transfer Fee	50.00
Domestic Gravity Sewer Short Tap Fee	300.00
Domestic Gravity Sewer Long Tap Fee (entire cost plus)	300.00
Domestic Pressure Sewer Tap Fee	1,600.00
DEPOSITS	
Standard Water Deposit (refundable)	\$ 50.00
Delinquent Account Deposit (refundable)	100.00
MISCELLANEOUS CHARGES	
Reinstatement Fee (calculated at systems minimum rate X number of months since disconnect, up to \$250 max)	\$ _____
Return Check Charge	25.00
Delinquent Collection Charge	35.00
Water or Sewer Service Charge/Call	35.00
Meter Accuracy Test (other than normal test)	35.00
Customer Service Valve	38.00
Customer Service Inspection Fee	35.00
CURRENT BALANCE DUE	\$ _____
TOTAL AMOUNT RECEIVED	\$ _____

Account #

Meter Serial #

Beginning Reading

System

District

Region

District Manager – Red River Authority of Texas

Property Owner or Renter

* Rates subject to change within 30 days notice.



RED RIVER AUTHORITY OF TEXAS



UTILITY DIVISION ACCOUNT DRAFT AUTHORIZATION

Account Number: _____

Gentlemen:

This will be your authorization to draft my bank account for water service at the following location(s):

My bank name and address are: _____

My bank routing number is: _____

My bank account number is: _____

I understand that I will receive a regular billing statement on the last working day of each month and that the draft will be presented to my bank on the 10th day following the same billing.

I further understand that I may terminate the draft system at any time by giving you written notice.

Authorized this the _____ day of _____ 20 _____

Authorized by: _____

Printed name of Customer (or Authorized Agent)

Signature of Customer
(or Authorized Agent)

Red River Authority of Texas
Authorized Agent

Red River Authority of Texas	(940) 723-8697
P.O. Box 240	Fax: (940) 723-8531
Wichita Falls, Texas 76307-0240	info@rra.texas.gov

PLEASE RETURN AUTHORIZATION WITH A VOIDED CHECK

UD-06 (09/14)