

WEST GREGG SPECIAL UTILITY DISTRICT
P.O. BOX 1196
KILGORE, TX. 75663
903-983-1816, FAX 903-984-0707

WELCOME RENTERS!

Like any other business, certain regulations and policies are necessary for the successful operation of this system:

The charge to transfer an account is as follows:

\$100.00 – Deposit – Refundable

\$ 25.00 – Transfer Fee

\$ 45.00 – Unlock fee (if locked)

\$170.00 – TOTAL TO TRANSFER AN ACCOUNT

1. The minimum rate is \$23.00. The following is a graduating scale of water charges:
 - \$3.50 for 0-2,000 (per thousand)
 - \$3.90 for 2,001 – 6,000 (per thousand)
 - \$4.30 for 6,001 – 10,000 (per thousand)
 - \$4.90 for 10,001 -20,000 (per thousand)
 - \$5.50 for 20,001 and up (per thousand)
2. If the meter is locked or removed for non-payment, or any other reason, the monthly minimum is still due as long as a deposit is held.
3. Meters are read monthly between the 16th and 22nd and the bills are sent out at the end of the month. If your payment is not in the office by 4:00 PM on the 15th, or is postmarked later than the 15th of the month, it is considered late. Late notices are sent out after bills are past due. Lock day is generally 5-7 days from that date. Meters are locked or pulled only on days that are followed by regular West Gregg SUD working days.
4. When a meter is disconnected for non-payment of account, there will be a charge of **\$45.00** plus all the past due bill in addition to a late fee of **\$12.50**.
5. Payments by US Postal Service that are postmarked by the 15th are not considered late and any late charges will be taken off. The District is not responsible for any non-delivery or late delivery of water bills or payments. If you do not receive your bill around the 1st of the month call the office for account information. A bank draft service, online bill pay and a night drop are provided by the district for your convenience. If you have an address change, it is your responsibility to contact the office.
6. Questionable bills will be coordinated by SUD employees. If satisfaction is unobtainable through the staff, personal appearance before the Board of Directors will be permitted.
7. Only one family may use water from each meter. If more than one family is tied onto one meter, they will be subject to a fine and/or forfeiture of deposit.
8. There must not be any cross connections! Your well and our system must not be connected.
9. No one is to tamper with the meter, turning it on or off, without authorization from the management of the system. The meter is the property of the District. The District will install a valve between the meter and the house on all new water tap installations in case of leaks. After installation, the valve will be the responsibility of the customer. Water passing through the meter will be billed to the customer, regardless of leaks, theft, absence, etc.
10. The owner of the deposit is responsible for water used.

11. Meters are the property of the SUD and are only to be locked or removed by the SUD. The following is a list of possible reasons for meter locking or removal, not - limiting:
 1. Customer request.
 2. Delinquent bill.
 3. Multiple residences using service.
 4. Public health hazard
 5. Violation of any federal, state, local, or other agency having jurisdiction.
 6. Meter tampering.
 7. Willful destruction of SUD property.
 8. Less than reasonable use of the service which causes inadequate service to other customers?

12. We ask your cooperation in maintaining a good system. Please check with the office or call (903)983-1816 BEFORE you build fences, dig post holes, or grade with large equipment, etc. We will mark the water lines. Help us to avoid costly repairs and loss of water. This is your system.

13. Call (903) 983-1816 for any problems. If it is billing or new service request, the office is open 8 to 4, Monday through Friday. If there is a break or water outage, please call (903) 983-1816 as soon as possible.

14. The above policies will help you understand how we operate the West Gregg Special Utility District. They are not meant to cover every set of circumstances and are subject to change.

15. **WARNING! WARNING! WEST GREGG SUD CROSSCONNECTION PLICY REQUIRES:** hose-bib vacuum breakers to be installed on all outside hose bibs (Faucets) on new houses. If the plumber does not install them during construction, the District shall provide them and the customer will be billed \$10.00 per installation.
Backflow prevention devices such as a hose-bib vacuum breakers or dual check valves will be installed on all new homes when inspected as a safeguard of the water system. However, this does not eliminate the customers' obligation to prevent any possible cross connection that could create a potential health hazard and result in water service disconnection. CAUTION: When a check valve or backflow prevention device is installed, a "closed system" may occur and the customer is Responsible to be sure a pressure relief valve is installed and functioning properly or an expansion tank is installed on all hot water heaters.

For any questions regarding this notice please contact our office.

**Thank you,
West Gregg SUD**

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RENTER INFORMATION SHEET

DATE: _____

NAME: _____

SERVICE ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

MAILING ADDRESS: _____

CITY: _____ ST. _____ ZIP: _____

PHONE: _____ ALTERNATE PHONE: _____

ACCOUNT: _____

DATE RENTED: _____

DRIVERS LICENSE #: _____

NAME OF PROPERTY OWNER: _____

ADDRESS: _____

CITY: _____ ST. _____ ZIP: _____

SIGNATURE: _____