

Sheridan Water Supply Corporation Service Application and Agreement

Date: _____

MEMBERS SERVICE INFORMATION		
Type	Class	Location
Date to start Services		
Applicant is:		
Would you like to sign up for the SWSC alert system? We can do that for you. We can use your email address or phone number to receive alerts. By signing up you will be informed of flushing's, leaks, and other important information. "Msg & Data Rates may apply."		

SWSC Office Use Only			
Standard Application		Temporary	
Non-Standard Application		Permanent	
Sequence No		Last Read Date	
Meter Serial No		Last Meter	
Service Address		Route No.	
Account #		Pump No.	
Membership Fee Amount:		Membership Fee Date Paid:	
Rate Code		CSI Date	

NOTES:		Service Address- Physical Address, Lots or Blocks- Any way to identify the property.
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MEMBER ACCOUNT INFORMATION			
Applicant/ Landlord		Co-Applicant/ Renter	
First Name		First Name	
Last Name		Last Name	
DL#		DL#	
Business Name		Business Name	
Type of Business		Business Tax #	
Phone #		Phone #	
Email		Email	
Number of Buildings		Type of Business	
Livestock & Number		Household Size	
Irrigation or Sprinkler System		Previous Owners Contact Information:	Phone Number:
Do you plan on installing sprinklers or irrigation systems in the future? When?		Undecided	
Any Special Service needs of Applicant(s)?			

Location Information			
Service Address~ This is where the property is located at or your 911 Address. Also known as Physical Address.		Billing Address – All Sheridan Residence are required to have a PO Box for delivery of bill. Please contact PO before returning this form. You must have a Billing Address for approval of application. Please provide a copy.	
City:		City:	
State & Zip:		State & Zip:	
Lot #:		Block #	

FOR OFFICE USE ONLY Completion of Application Requirement List <u>ALL MEMBERSHIPS MUST BE APPROVED AND SIGNED OFF ON BY A PRESENT BOARD MEMBER!</u>				
	Mark the box	Description	Received- Date	Notes
1.		Copy of Deed		
2.		Copy of Driver's License		
3.		Fees (Membership Fees, Buy-Ins, Etc.)		
4.		Application needs to be completed and Signed to the entirety by Member.		
5.		Approved by a Board Member.		

Water Service		Wastewater Service	
\$	New Service/Account Set Up	\$	New Service/Account Set Up
\$	Membership (Refundable)	\$	Membership (Refundable)
\$	Customer Service State Inspection Fee	\$	SUB TOTAL (Wastewater)
\$	SUB TOTAL (Water)	\$	TOTAL BALANCE DUE
\$	TOTAL BALANCE DUE		

The Customer Service State Inspection Fee is required at each new install, transfer of membership, household modifications, plumbing, work cross-contamination or other potential contamination hazard exists. This is a non-refundable fee. By signing below, the Applicant and Co-Applicant agree and consent to the terms and conditions found on the following pages.

Ethnicity: Hispanic or Latino Race: White Black or African America American Indian/Alaska Native
 Not of Hispanic or Latino

Gender: Male Female Asian Native Hawaiian or Other Pacific Islander

EQUAL OPPORTUNITY PROGRAM EQUAL OPPORTUNITY PROGRAM

AGREEMENT made this _____ day of _____, _____, between Sheridan 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),

Witnessed:

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. The Applicant may request a copy of the Corporation’s tariff. A copy of this agreement shall be executed before service will 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 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, and the member/applicant has complied with all terms and conditions that caused the service discontinuance.

If this agreement is completed for the purpose of assigning utility service as a part of a rural domestic water and/or wastewater system loan project contemplated with the Rural Development, an Applicant shall pay an Indication of Interest Fee in lieu of a Membership Fee for the purposes of determining:

- a. The number of taps to be considered in the design and
- b. The number of potential ratepayers considered in determining the financial feasibility of constructing.
 - 1) a new water system or
 - 2) expanding the facilities of an existing water system.

The Applicant hereby agrees to obtain, utilize, and/or reserve service as soon as it is available. Applicant, upon qualification for service under the terms of the Corporation’s policies, shall further qualify as a Member and the Indication of Interest Fee shall then be converted by the Corporation to a Membership

Fee. Applicant further agrees to pay, upon becoming a Member, the monthly charges for such service as prescribed in the Corporation's tariff. Any breach of this agreement shall give cause for the Corporation to liquidate, as damages, the fees previously paid as an indication of interest. In addition to any Indication of Interest Fees forfeited, the Corporation may assess a lump sum of \$300.00 as liquidated damages to defray any losses incurred by the Corporation. If delivery of service to said location is deemed infeasible by the Corporation as a part of this project, the Applicant shall be denied Membership in the Corporation and the Indication of Interest Fee, less expenses, shall be refunded. The Applicant may re-apply for service at a later date under the terms and conditions of the Corporation's policies. For the purposes of this agreement, an Indication of Interest Fee shall be of an amount equal to the Corporation's Membership Fees.

All water shall be metered by meters to be furnished and installed by the Corporation. The meter and/or wastewater 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 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.

The Corporation is responsible for protecting the drinking water supply from contamination or pollution which could result from improper practices. This service agreement serves as notice to each customer of the restrictions which are in place to provide this protection. The Corporation shall enforce these 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 airgap 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 any public water supply.
- e.No solder or flux which contains more than 0.2% lead may be used for the installation or repair of any plumbing in a residential or nonresidential facility providing water for human consumption and connected to a public drinking water supply system.

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. The Member shall immediately correct any undesirable practice on their premises. The Member shall, at their expense, properly install, test, and maintain any back flow 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 back flow 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 permanent recorded easement(s) dedicated to the Corporation for the purpose of providing reasonable rights of access and use to allow the Corporation to construct, maintain, replace, upgrade, parallel, inspect, test and operate any facilities necessary to serve that Applicant as well as the Corporation's purposes in providing system-wide service for existing or future members.

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 Certificate. 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

Sheridan Water Supply Corporation

5725 Avenue D * PO Box 206/ 5725 Avenue D * Sheridan, Tx. 77475 * (979)-234-7422
sheridanwater@gmail.com * www.sheridanwater.myruralwater.com

Last Updated:3/30/23

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 on any of the pages of this agreement shall result in discontinuance of service pursuant to the terms and conditions of the Corporation's tariff.

Applicant-Member

Date Approved

Co- Applicant-Member

Date Approved

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Standard Services Estimated Work Order & Paying Invoices Process

Requesting Services:

1. YOU MUST BE THE OWNER OR OWN SOME PART OF THE LAND THE SERVICES ARE TO BE AT TO APPLY FOR MEMBERSHIP.
2. If there are multiple owners, each applicant will need to fill out the proper paperwork and documentation.
3. A Request for Sheridan Water Supply Corporation Water and Wastewater Services Form needs to be completed.
4. On this form we will need basic information on all applicants, a copy of DL(s). One form per applicant.
5. Service Location Information- You can find this information on your deed to your property, or on Colorado County Appraisal District

Invoice Procedures:

1. An Estimated Work order will be produced while the Office Manager is on the phone, and/or in person with the customer. This process can and may take up to a month or longer to provide, depending on the availability of staff, customer, location, job etc. The Office Manager will fill out the estimated work order using the customer's information that was verbally requested from the customer either in person, and/or over the phone. It will then be passed on to our operations Manager.
2. Our operations manager will go to the property and decided if the services are Standard or Non-Standard, and what needs to be done in labor and material cost and work up an estimate of what it will cost, in fees, labor and material, machinery cost, Engineering and Lawyer fees (if applicable) for a complete estimated total. This will include the Membership fee, Buy In fees, Customer State Inspection fee, (if not paid for in advance), estimated Engineering and Lawyer fees (if applicable), and estimate of Labor and Materials. Anything paid in advance will be subtracted from the Work Order invoice. This process can, and may take up to a month or longer to do, depending on the availability of staff, customers, location, job etc.
3. Once the Standard Estimated Work order is put into the system, our Office Manager will contact the customer by phone and/or email to let you know how much it is and will also email and/or mail (Mailing- at customers request, for a \$3.00 fee) a copy to you for the customer's records.

If the customer approves the Standard Estimated Work Order the customer is to notify Sheridan WSC, either by phone, email, or in person. The customer has 90 days to proceed with that quote. We will not start work without the proper paperwork, documentation, fees, and the customer's consent. Once the 90 days have passed the Estimated Work Order is no longer valid and the process will have to be restarted.

***** Remember this is just an estimate and many factors may change this. *****

Turning a Standard Estimated Work Order into a Work Order:

1. Customer must complete and sign a Standard application in full, provide a copy of Warranty Deed along with a copy of Driver's License of each and all applicant(s), and pay all fee(s), including but not limited to Membership Fee, Buy In fee(s), Customer State Inspection fee, estimated Engineering and Lawyer fees (if applicable) before work can be started.

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2. Once Sheridan WSC receives the confirmation to proceed from applicant, documents, and fees, the office manager will put it into the Utility Billing System and create the customer's account. Please let us know if you are interested in using the online billing system, as you will need your new account number to set up your account online. (All information must be in the system before all payment(s) can be made. Payments accepted are cash, check, money orders, or through Paystar online service (fees apply) or by calling the Sheridan WSC office (fees apply).
3. Once all paperwork is signed and completed in full, all documentation is received, and fees are paid, the work will be started as soon as we can. Standard, and Non- Standard applications may require Engineers and Lawyers and we will have to work with them, and this could take some time. Possibly months even. We will try to get them done asap because we know you are wanting the services immediately. All jobs are done in a timely manner. We try to service the work orders in the order they come in but sometimes things may change that order up. Things that may delay the initial start of work are emergencies with Sheridan WSC systems, leaks, extreme droughts, extreme rainfalls, sometimes orders of other customer work orders may be moved before yours (if we must combine renting equipment), etc. If the start of your work is 3 weeks or more before starting it, the staff of Sheridan WSC will notify the customer. We cannot and will not predict Mother Nature, nor will we put our staff in danger of working to complete a job in bad circumstances!

Paying Labor & Material Order:

1. Once the job is complete the Operations Manager will give the Office Manager the necessary information, she needs to create your final Standard invoice. All previous Payments will be deducted from the final Invoice. All unpaid portions will be billed to the customer.
2. The Office Manager will create a digital copy of the final invoice for the customer, she will contact the customer by phone, mail, and/or email and give a final invoice to the customer. (Mailing- at customers request, for a \$3.00 fee)
3. Once the Invoice is paid in full, the services will be turned on. Please let us know if you would like a delay in your services to be turned on.

Disclaimer:

All Standard and/or Non-Standard Estimated Work Orders and/or Work Orders are only good for 90 days. If all the Application(s), Fee(s), and other required documents are not filed with Sheridan Water Supply Corporation before the end of the 90-day period the Estimated Work Order and/or Work Order will become null, and the process will have to be restarted from the beginning. After 90 days any new rate changes in labor, materials, or any fees will be included in the new Estimated Work Order and/or Work Order. The starting date is considered the date when you call, and/ or come by the office and that date written on your documents to start your Estimated Work Order or Work Order.

If you have any questions or concerns on how to proceed with Sheridan Water Supply Corporation Standard or Non-Standard process, please contact the Sheridan WSC Office:

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Misty Sanders
Office Manager
Sheridan Water Supply Corporation
Office Hours M-F 8-4:30
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[SWSC Website](#)
[Facebook](#)

By signing this document, you agree that you have received, read, and understood the procedures and policies of Sheridan Water Supply Corporation.

Signature of Applicant (Member)

Date

Signature of Co-Applicant (Member)

Date

We look forward to you becoming a member of the Sheridan Water Supply Corporation!

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November 17, 2023

SHERIDAN WATER SUPPLY CORPORATION NOTICE OF RATE INCREASE

The Sheridan Water Supply Corporation Board of Directors held a public meeting on November 6, 2023, and voted to approve a new tariff and new Tier Block Rating System. The new rates will take effect January 1, 2024. This will increase the monthly rates for water/sewer service for all members. After reviewing information from Texas Rural Water Association (TRWA), the budget, future water and wastewater needs and supply, ever-increasing costs, account for much-needed upgrades to deliver quality drinking water and wastewater services, and other such matters the Board believes are relevant, the Directors approved the Tier Block Rating System with the new tier rates.

A professional study was conducted by TRWA to determine whether the existing rates were sufficient to meet all SWSC's utility financial needs for the present and future. One outcome of the study is there will be no more Winter Sewer Averaging. All water and wastewater charges will be charged by the gallons used.

Future infrastructure goals in the upcoming years include connecting the Lake Well to the Town Well to create a loop. This will require boring under FM 2437 and Hwy 90A. The Corporation will be upgrading lines from 3" to 8" piping to provide much-needed volume and pressure around the community. We will also be able to start adding more customers to the system that have previously requested services. We are currently working on grants to help defray the costs. We have already applied for lead and copper replacement lines, Asset Management, and the Colorado County Community Development Block Grant. If we secure these grants, it will help defray the cost of new generators that are a must. Any remaining amounts will go toward the Town Well that is already under review to be upgraded and increased in size.

As stated, the Directors, with assistance from legal counsel, have also reviewed and approved a new tariff. The last time the tariff had been fully updated was in 2014. This new tariff will be submitted to Public Utility Commission for informational purposes in accordance with the Texas Water Code. Here are a few things that we wanted to highlight that have been changed in the tariff. They are as follows:

- Sewer Reconnect Fee: \$500. If you are a sewer-only customer and you become delinquent on your bill, and we must disconnect, it will now cost you the full amount of your bill, plus \$500, plus any additional cost for materials, before services are turned back on. The \$500 covers the cost of labor, backhoe use, and basic materials to cap and uncap for use.
- The Corporation has adopted the Uniform Plumbing Code. This is used as a guidance for design, installation, and maintenance of plumbing systems and service facilities connection or connected to the utility's water facilities, to the extent appropriate under the applicable statutes and regulations governing public water and sewer utility systems. Any Member may be required to retrofit plumbing systems and service facilities as determined to be necessary by the Corporation for the purposes of compliance with the Uniform Plumbing Code.
- Landlords and Renters: Any Member having complied with the requirements of the tariff, renting or leasing property designated to receive service according to the terms of this tariff to other parties, is responsible for all charges due the Corporation. The membership for rental or leased properties shall be in the name of the Member as required by the tariff. The Corporation may bill the renter or lessee for utility service (at Member Request) as a third party, but the Member is fully responsible for any and all unpaid bills left by the renter/lessee. The Member shall be required to sign an Alternate Billing Agreement if the Member requests that the tenant be billed for utility service. The Member shall take responsibility for any necessary deposits from the renter/lessee to ensure payment of a past due bill. The Corporation will notify the Member of the renter's past due payment status. Such notification will be subject to a service charge.
- Commercial Bulk Rates: \$1,000 deposit will be charged at the time of application. Any remaining amount after the bill is paid in full will be refunded within 10 business days. Rate is \$60.00/1,000 gallons. All Commercial Bulk Rate customers must have a credit card on the file along with the application, and a copy of their driver license.
- Disconnect notice: In the past, the Corporation allowed a Member to accrue a past due balance before services were been disconnected. We are no longer continuing this practice. All bills shall be due and payable upon receipt and are past due beyond the date indicated on the bill (allowing approximately fifteen (15) days to pay). If the bill is not paid in full, it will

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become a delinquent/nonpayment account and will be disconnected in accordance with the tariff until it is paid in full along with any applicable fees.

To view the 2024 Tariff please visit our website under the Resources tab

SWSC's last rate change was on May 1, 2022, with a 10% increase. The new rate's structure is set to offer an incentive to conserve water.

Sewer-only rates will be \$45.00/month plus the required regulatory assessment fee charged to all customers.

For more information about the rate increase, and/or tariff, please contact the Corporation at (979)-234-7422 or in person, during normal business hours of 8:00 AM to 4:30 PM, Monday through Friday, at our main office 5725 Avenue D, Sheridan, Texas 77475. You may also email us at sheridanwater@gmail.com. Please visit our website at www.sheridanwater.myruralwater.com for updated information.

Thanks,

SWSC Board of Directors



Signature of Board President, Regena Williamson

Thank you for being a Member of Sheridan Water Supply Corporation. We greatly appreciate your business and friendship!

(Effective on January 1, 2024)

Monthly Charges

a. Base Rate

1) Water Service - The monthly charge for standard metered water service is for a 5/8” X 3/4” meter. The 5/8” x 3/4” meter charge is used as a base multiplier for larger nonstandard meters in accordance with the following chart based on American Water Works Association maximum continuous flow specifications:

Water Base Rates

Gallonge Charge –

In addition to the Base Rate, a gallonge charge shall be added at the following rates for usage during anyone (1) billing period:

1) **Water:**

Meters by Size	AWWA Standards	Monthly Minimum-Base Rate
5/8” x 3/4”	1	\$33.23
3/4”	1.5	\$49.85
1”	2.5	\$83.08
1-1/2”	5	\$166.16
2”	8	\$265.86
3” Displacement	9	\$299.09
3” Compound	16	\$531.72
3” Turbine	17.5	\$581.57
4” Compound	25	\$830.82
4” Turbine	30	\$996.98
6” Compound	50	\$1,661.64
6” Turbine	62.50	\$2,077.05
8” Compound	80	\$2,658.62
10” Compound	115	\$3,821.76

Inclining Block Tier by gallons	Inclining Block Rate per 1,000 gals
0–2,000	\$3.00
2,001–6,000	\$4.50
6,001–10,000	\$5.50
10,001–20,000	\$6.50
20,001–40,000	\$8.00
40,001–UP	\$9.00

Regulatory Assessment - The Corporation shall, as required by Texas Water Code Section 5.701, collect from each of its retail customers a regulatory assessment equal to one-half of one percent of the charge for retail water or wastewater service. This charge shall be collected in addition to other charges for utility service. This fee is collected on all charges pertaining to Section G. 13. Monthly Charges of this Tariff. 30 TAC 291.76(d))

(Effective on January 1, 2024)

2) Commercial Bulk Water Rate-

- a. A \$1,000 deposit will be charged at the time of application. Any remaining amount after the bill is paid in full will be refunded within 10 business days.
- b. \$60.00/1,000 gallons
- c. Must have a credit card on the file along with the application, and a copy of your Driver License.

Sewer Base Rates

(Effective on January 1, 2024)

3) Sewer Service –For Members who receive sewer service from the Corporation, but not water service, the sewer base rate shall be \$45.00 monthly plus the assessment fee. Members who receive water and sewer service from the Corporation are charged for sewer service on a per tap basis as follows.

b. **Gallonage Charge** – In addition to the Base Rate, a gallonage charge shall be added at the following rates for usage during anyone (1) billing period:

2) Sewer:

Meters by Size	AWWA Standards	Monthly Minimum- Base Rate
5/8" x 3/4"	1	\$43.28
3/4"	1.5	\$64.93
1"	2.5	\$108.21
1-1/2"	5	\$216.42
2"	8	\$346.27
3" Displacement	9	\$389.56
3" Compound	16	\$692.55
3" Turbine	17.5	\$757.48
4" Compound	25	\$1,082.11
4" Turbine	30	\$1,298.53
6" Compound	50	\$2,164.21
6" Turbine	62.50	\$2,705.27
8" Compound	80	\$3,462.74
10" Compound	115	\$4,977.69

Inclining Block Tier by gallons	Inclining Block Rate per 1,000 gals
0–2,000	\$4.50
2,001–6,000	\$6.50
6,001–10,000	\$8.75
10,001–20,000	\$10.50
20,001–40,000	\$13.00
40,001–UP	\$15.00

Regulatory Assessment - The Corporation shall, as required by Texas Water Code Section 5.701, collect from each of its retail customers a regulatory assessment equal to one-half of one percent of the charge for retail water or wastewater service. This charge shall be collected in addition to other charges for utility service. This fee is collected on all charges pertaining to Section G. 13. Monthly Charges of this Tariff. 30 TAC 291.76(d))

14. ***Mortgagee/Guarantor Notification Fee.*** The Corporation shall assess a fee of \$1.00 for each notification to a Membership lien-holder under agreement prior to Membership cancellation.
15. ***Other Fees.*** All services outside the normal scope of utility operations that the Corporation may be compelled to provide at the request of a Member, or the general public shall be charged to the recipient based on the cost of providing such service.
16. ***Owner Notification Fee.*** The Corporation shall assess a fee of \$1.00 per notification to a Member of a renter/lessee delinquent account status prior to disconnection of service.
17. ***Reconnect Fee.*** The Corporation shall charge a non-refundable fee of \$40.00 for reconnecting service after the Corporation has previously disconnected the service for any reason provided for in this Tariff. The account must be paid in full to be unlocked.
18. ***Regulatory Assessment.*** A fee of 0.5% of the amount billed for water/sewer service will be assessed each customer; this assessment is required under Texas law and TCEQ regulations. The regulatory assessment will not be collected from state agencies, wholesale customers, or buyers of non-potable (not drinkable) water. (Ref. TCEQ RG-199 revised Sept. 2017; TCEQ Section 291.76 (c)).
19. ***Returned Check Fee.*** In the event a check, draft, or any other similar instrument is given by a person, firm, corporation, or partnership to the Corporation for payment of services provided for in this Tariff, and the instrument is returned by the bank or other similar institution as insufficient or nonnegotiable for any reason, the account for which the instrument was issued shall be assessed a return check charge of \$25.00.
20. ***Service Investigation Fee.*** The Corporation shall conduct a service investigation for each service application submitted to the Corporation. **Upon request, or if determined by the Corporation to be necessary, an initial determination shall be made by the Corporation, without charge, as to whether the service request is Standard or Nonstandard.** A service investigation may then be conducted, and the results reported, under the following terms:
 - a. All Standard Service requests shall be investigated without charge and all applicable costs for providing service shall be quoted in writing to the Applicant within ten (10) working days of the Corporation's receipt of a completed written application.

Explanation of New Install Application Fees:

Water Only-

\$1450.00

- **\$1200.00 Buy-In Fee**
- **\$200.00 Membership Fee (Deposit)**
- **\$50 Customer Service State Required Inspection**
- **Not included is the cost of labor and material.**
- **Labor and Materials will be billed separately.**

Sewer Only-

\$1400.00

- **\$1200.00 Buy-In Fee**
- **\$200.00 Membership Fee (Deposit)**
- **Not included is the cost of labor and material.**
- **Labor and Materials will be billed separately.**

Water & Sewer-

\$2650.00

- **\$1200 Sewer**
- **\$1450.00 Water**
- **Not included is the cost of labor and material.**
- **Labor and Materials will be billed separately.**
- **Sewer membership will not apply if purchasing both water and sewer.**

Must be paid in full for the water to be turned on. All properties must have a service address when filling out an application.

When are customer service inspections required?

An inspection *must* occur in the following four situations:

- When there is new construction.
- When there is plumbing work that requires a permit and involves a major modification (i.e., a material improvement, correction, or addition) to the private water distribution system. The “private water system” refers to the facilities on the owner’s side of the meter.
- When certain household modifications are being made that do not require a permit but that nevertheless require a customer service inspection. Examples of these kinds of modifications include the remodeling or expansion of plumbing or water-using devices, a customer request for the installation of a larger meter, the drilling of a private well, or the installation of a rainwater harvesting system.
- When the water supplier believes that a cross-connection or other potential contamination hazard exists. In such a case, the water supplier must provide written justification to the customer for requiring an inspection by specifically identifying the threat that is believed to exist.

An inspection is generally not required for mobile and manufactured homes and recreational vehicles, but please see the exceptions to this general rule in section 3, “Inspections of RVs and Mobile Homes.”

How many customer service inspections are required?

Under Texas law—30 TAC 290.46(j)—a customer service inspection is required for each connection before continuous water service can be provided.

If a water supplier requires an additional inspection beyond this, such an inspection must be authorized by the water supplier’s governing body—for example, its board of directors. This authorization should be recorded in an official register, such as a local government code or a tariff.

Who can perform a customer service inspection?

Customer service inspections may be performed only by the following licensed professionals:

- Plumbing inspectors and water supply protection specialists licensed by the Texas State Board of Plumbing Examiners (TSBPE) (see “Where to Find More Information,” at the end of this guide).
- Customer service inspectors licensed by the TCEQ.

To search for licensed customer service inspectors in your area on the TCEQ’s website, go to <www.tceq.texas.gov/goto/lic_reg_search>. For help with your search, or for more information, call the TCEQ’s Operator Certification Section, 512-239-6133.

After an inspection, the customer gets a copy of the customer service inspection certificate; the original must be kept by the water system for 10 years.

Payment Options

Payments-

We now have many payment options.

- Cash, Checks, & Money Orders
- Credit Cards, & Debit Cards
- Paystar- is our online billing system, where you can now get bills sent right to your email, auto pay monthly from your credit card or debit card, & now with new lower fees. Create an online account, pick them all or what you would like to use. Scan the QR Code now, with your phone's camera, to take you straight there to get signed up or visit www.sheridanwater.myruralwater.com, and click on the green Bill Payment button.



Sheridan WSC is now offering additional online options through Paystar!



Benefits



QuickPay

Simple one time payments without the need to register an account.



Pay on any device

All payment flows are designed mobile first so that you can easily make a payment from anywhere.



Payer Portal

- Manage multiple accounts
- Enroll in AutoPay
- View your payment history
- View your bill
- Sign up for notifications

Where to pay

You will need your account information from you bill

Online: www.sheridanwater.myruralwater.com



1. **Late Notices-** Starting on June 1, 2022, we will no longer send out a Late Notice Bill. This will be discontinued. You will receive one bill a month. You are always welcome to go online and view your bill there at any time, visit www.sheridanwater.myruralwater.com.
2. All payments need to be received by the 15th of every month, or a \$25 late fee will be applied to your current bill total.
3. A \$40 reconnect fee will apply to get your bill if we must unlock and turn back on your meter. This goes for a no pay disconnection, vacation mode, sale of property or if we are asked to lock it in for any other reasons.



How to Enroll in Autopay

To enroll in Autopay, you need to complete customer registration and sign into the customer portal.

To register for a customer profile, take the following steps:

Step 1: Visit <http://sheridanwater.myruralwater.com>

Step 2: Locate the online payment option.

Step 3: Enter your account information and select *Look Up Account*.

Step 4: Verify your account information and select *Create Account* located at the top right-hand corner of the screen.

Step 5: Enter your first name, last name, and email address.

Step 6: Check the box to agree to terms of use.

Step 7: Click *Create Account*.

Step 8: Log in to your email account and locate the email titled "*PayStar Account Registration*."

Step 9: Click *Finish Account Registration*.

Step 10: Create a password.

Step 11: Click *Complete Registration*.

You have now registered your account for a customer profile. From here you can explore all the features PayStar has to offer!

Once you have registered your account, you are ready to enroll in Autopay!

Step 1. Sign into your account using your email address and password that you created during registration.

Step 2. On your customer dashboard, select *Enroll in AutoPay* located directly above *Make a Payment*

Step 3. Select to enroll in AutoPay using your stored payment method or add a new one.

Step 4. Choose the day to process your payment. Select one of the options from the drop-down menu.

Step 5. Optional - Select a maximum payment amount.

Step 6. Check the box to agree to the terms of use.

Step 7. Click Enroll.

Once completed, you will be successfully enrolled in autopay. You can manage and update your settings by selecting *Manage Autopay* located on your customer dashboard. **Please read instructions and notes on screen at sign in. We are adding new features to better assist our customers. Once available they will be noted on the Login Screen.**

Paystar Service Fees:
\$0.01 - \$50.00 = \$1.95
\$50.01 - \$100.00 = \$2.50
\$100.01 - \$2000.00 = 2.75%

Notices-

- **Contact Information Update-**

We are noticing that there is a lot of information that is out of date. Old phone numbers, wrong mailing, and service addresses, missing information, no updated copies of deeds and drivers' licenses, and more. If you have had a change in any of this, please fill out the Contact Information Update Form that is attached and drop it off at the office. Or scan this QR code and update it through this Online form.

Contact Information Update Form QR Code



- **Hose Bib Vacuum Breakers -**

TCEQ requires every outside faucet to have Hose Bib Vacuum Breakers on them. We have some available for purchase at the office for \$7.50 each, this includes tax. We will continue to make periodic inspections to make sure everyone meets the requirements. This must be done by August 1st, 2022. Service will be interrupted if TCEQ requirements are not met.

- **Please follow us on FB-@sheridanwater, our website-**

www.sheridanwater.myruralwater.com, & watch for notices on your monthly bills.

- **Sign up on our website for alerts. www.sheridanwater.myruralwater.com**

On the home page click the SIGN UP FOR ALERTS RED BUTTON. Fill out the information and click Subscribe.

- **To get mail in Sheridan you need to have a PO Box. Please go to the Post Office and sign up for a PO Box. Don't forget to give us your mailing address also.**

Texas Commission on Environmental Quality **Customer**

Service Inspection Certificate Qualifications

1. No direct or indirect connection between the public drinking water supply and a potential source of contamination exists. Potential sources of contamination are isolated from the public water system by an air gap or an appropriate backflow prevention assembly in accordance with Commission regulations.

2. No cross-connection between the public drinking water supply and a private water system exists. Where an actual air gap is not maintained between the public water supply and a private water supply, an approved reduced pressure principal backflow prevention assembly is properly installed.

3. No connection exists which would allow the return of water used for condensing, colling or industrial processes back to the public water supply.

4. No pipe or pipe fitting which contains more than 8.0% lead exists in private water distribution facilities installed on or after July 1, 1988, and prior to January 4, 2014.

5. 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.

6. No solder or flux which contains more than 0.2% lead exists in private water distribution facilities installed on or after July 1, 1988.

Sheridan Alleyway Requirements

Posted 12/27/21.

This applies to Sheridan Residence, who have an Alleyway located on their property. This does not apply to Lake Sheridan Residence.

This is a friendly reminder that Tex. Water Code 49.220 grants water supply districts and corporation's easements or rights-of-way under and over all county roads and rights-of-way. This includes the platted roads and alleys of Sheridan, Texas. A person cannot close or obstruct an easement in such a manner as to prevent or interfere with its reasonable use. A person obstructing an easement may be required to remove the obstruction at that person's expense. I ask for your help keeping the streets and alleys free from obstructions that could interfere with the Sheridan Water & Sewer Supply Corporation's mission to supply your community with fresh water.

Sincerely,

Darrell Kubesch
Commissioner Pct. 2
979-732-1980 cell
darrell.kubesch@co.colorado.tx.us