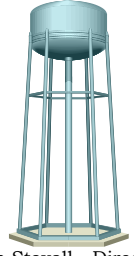


Laura Reid – President
 Jackie Staley – Vice Pres
 Jeannine Hayes – Sec/Treasurer

Bright Star-Salem Special Utility District

238 N Osborn
 Alba, Texas 75410
 903-765-2701
 Fax: 903-765-4334
“We’re Making Water Happen”
www.brightstarwater.com



Jason Stovall - Director
 Paula Hass - Director
 Wanda Gaby – General Mgr

REGULAR BUSINESS HOURS:
MONDAY – THURSDAY 8:00AM TO 4:00PM
FRIDAY 8:00AM TO 3:00PM

Rate & Fee Schedule Effective May 1, 2024

5/8 x 3/4”	Meter Service - \$3,000	\$ 39.00 Minimum
Full Port 3/4”	Meter Service - \$4,500	\$ 58.50 Minimum
1”	Meter Service - \$7,500	\$ 97.50 Minimum
1-1/2”	Meter Service - \$15,000	\$195.00 Minimum
2”	Meter Service - \$24,000	\$312.00 Minimum
3” Turb.	Meter Service – TBD	\$585.00 Minimum
North Shrs/Hide-A-Way		\$ 39.00 Minimum

Volumetric Charge for Gallons Used

0 – 2,000	Gallons Billed @\$4.15 per Thousand
2,001 –10,000	Gallons Billed @\$4.65 per Thousand
10,001 – 30,000	Gallons Billed @\$5.75 per Thousand
Over 30,001	Gallons Billed @\$6.75 per Thousand

NEW SERVICE STANDARD RESIDENTIAL

Service Activation Fee	\$ 25.00
Easement Recording Fee	\$ 25.00
Customer Service Inspection	\$ 25.00
Deposit	\$ 125.00
Installation Tap fee	<u>\$2,800.00</u>
Total	<u>\$3,000.00</u>

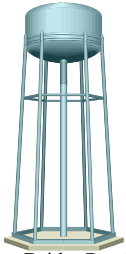
\$760.00 Down Payment

RESERVICE

Deposit	\$125.00
Tap Fee	\$200.00
Reconnect Fee	\$ 50.00
Service Act Fee	<u>\$ 25.00</u>
TOTAL	<u>\$400.00</u>

Transfer Fee	\$200.00	(\$125 Refundable Deposit)
Renter Deposit	\$175.00	(\$125 Refundable Deposit)
Service Activation Fee	\$ 50.00	
Service Trip Fee/Data Log Fee	\$ 50.00	
Late Charge	\$ 10.00	On all accounts not paid by 15th
Reconnect Fee	\$ 75.00	
Reconnect (After Hours)	\$100.00	
Returned Check/ ACH	\$ 25.00	
Customer History Report	\$ 5.00	

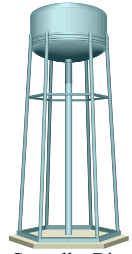
****Line Extension Fees will be quoted upon application for service.****



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SERVICE APPLICATION

PLEASE PRINT

DATE: _____

APPLICANT’S NAME: _____

CO-APPLICANT’S NAME: _____

PHYSICAL ADDRESS FOR WATER SERVICE

BILLING ADDRESS

EMAIL: _____

HOME PHONE: _____

CELL PHONE: _____

WORK PHONE: _____

SERVICE BEGIN DATE: _____

RENT: _____ OWN: _____

LANDLORD’S NAME: _____

LEGAL DESCRIPTION OF PROPERTY: (Include name of Road, Survey, Tract # or Lot #, Subdivision Name)

PREVIOUS OWNER’S NAME (if known): _____

Select Requested Meter Size (new meter sets)

ALL TAP FEES INCLUDE A \$125.00 DEPOSIT

5/8”x3/4” Standard Meter
 20 Gallons Per Minute
 Residential
 \$3,000.00 Tap Fee
 Monthly Charge \$39.00+Usage

3/4” Full Port / 1” Meter
 30 / 50 Gallons Per Minute
 Residential / Some Commercial
 Tap Fee to Be Determined
 Monthly Charge \$58.50/\$97.50+Usage

1 1/2” / 2” Meter
 100 / 160 Gallons Per Minute
 Commercial / High gpm Demand
 Tap Fee to Be Determined
 Monthly Charge \$195/\$312 Monthly Charge

Office Use Only: Route: _____ Pump: _____ Sequence #: _____
 ACCT # _____ AMT \$ _____ CK# _____ DATE REC _____ INITIAL _____
 STAND INSTALL _____ NON-STANDARD _____ BORE/EXT _____ EASEMENT: YES _____ NO _____

SERVICE APPLICATION AND AGREEMENT (CONT'D)

AGREEMENT made this _____ day of _____, _____ between **BRIGHT STAR-SALEM SPECIAL UTILITY DISTRICT**, a Political Subdivision created under the laws of the State of Texas (hereinafter called the District) and _____ (hereinafter called the Applicant or Customer).

The District shall sell and deliver water service to the Applicant and Applicant shall purchase, receive, and/or reservice water service from the District in accordance with the District's Service Policy as amended from time to time by the Board of Directors of the District.

The Customer shall pay the District for service hereunder as determined by the District's rates and upon the terms and conditions set forth therein, a copy of which has been provided as an information packet, for which the Customer acknowledges receipt hereof by execution of this agreement.

The Board of Directors and Management shall have the authority to discontinue, terminate or suspend water service of any Applicant not complying with any policy or not paying any utility fees or charges as required by the District's published rates, fees, and conditions of service.

All water shall be metered by meters to be furnished and installed by the District. **The meter is for the sole use of the Customer and is to provide service to only one (1) dwelling and/or only one (1) business.** Extension of pipe or pipes to transfer utility service from one property to another, to share, resell, or sub meter water to any other persons, dwellings, business, and/or property, etc., is prohibited.

The District shall have the right to locate a water service meter and the pipe necessary to connect the meter on the Customer's property at a point to be chosen by the District, and shall have access to it property and equipment located on the Customer's premises at all reasonable times for any purpose connected with or in the furtherance of its business operations, and upon discontinuance of service the District shall have the right to remove any of its equipment from the Customer's property.

The District's authorized employees shall have access to the Customer's property, premises, and facilities all reasonable times for the purpose of inspection, to insure compliance with state required Minimum Acceptable Operating Practices for Public Drinking Water Systems, as promulgated by the Texas Commission on Environmental Quality or successor agency, applicable plumbing codes, and utility construction standards. The District strictly prohibits the connection of service pipe lines from its water service meter to any private well or other unknown water supply.

In the event the total water supply is insufficient to meet all of the needs of the Customers, or in the event there is a shortage of water, the District may initiate the Emergency Rationing Program as specified in the District's Water Conservation Plan. With execution by the Applicant of this Agreement, Applicant hereby shall comply with the terms of said Plan.

The Customer shall install at this on expense any necessary service lines from the District's facilities and equipment to the point of use, including any customer service isolation valves or other equipment that may be specified by the District. **The use of pipes and pipe fittings that contain more than 0.25% lead or solders and flux that contain more than 0.2% lead is prohibited for any plumbing installation or repair of any residential or non-residential facility providing water for human consumption and connected to the District.**

SERVICE APPLICATION AND AGREEMENT (CONT'D)

By execution hereof, the Customer shall hold the District harmless from any and all claims for damages caused by service interruptions due to waterline breaks by utility or like contractors, tampering by other customers of the District, normal failures of the system, or other events beyond the District's control.

The Customer shall grant to the District a condition of service, an easement for the purpose of installing, maintaining, and operating such pipelines, meters, valves, and any other such equipment which may be deemed necessary by the District to extend or improve system wide service.

By execution of the Service Application and Agreement, applicant agrees that non-compliance with the terms of this Agreement by said Applicant shall constitute denial or discontinuance of service until such time the violation is corrected to the satisfaction of the District.

Any Misrepresentation of the facts by the Applicant in any of the pages of this form shall result in discontinuance of service pursuant to the terms and conditions of the District's Policies.

Applicant Signature

Date

**Monthly Charge + Water Used
(monthly charge is determined by meter size)**

Water Usage Charge Per 1,000 Gallon:

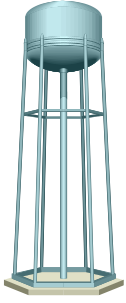
\$4.10 / 1,000 gal for 0 – 2,000 gal

\$4.65 / 1,000 gal for 2,000 – 10,000 gal

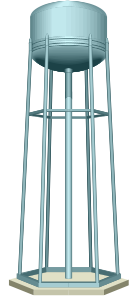
\$5.75 / 1,000 gal for 10,001 – 30,000 gal

\$6.75 / 1,000 gal for > 30,001 gals

\$10.00 Late Fee if bill is not paid by the 15th each month, \$125 Deposit Refunded / Applied to final Bill



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CUSTOMER / APPLICANT EMERGENCY REPAIR REQUEST AGREEMENT

Customer / Applicant: _____
Account #: _____
Phone #: _____

I, the Customer / Applicant, request that the District notify the person (s) listed below, **(OR)** turn off meter service if I am not available.

In case of emergency please contact:

1. _____
Phone # _____
2. _____
Phone # _____
3. _____
Phone # _____

YES / NO
(Circle one)

I hereby authorize Bright Star-Salem SUD personnel to **TURN OFF MY METER** in case of a leak or other type of emergency on my property.

I also understand and acknowledge that the District is under no obligation or liability to look for any leaks occurring on my property, and that the District may not know when or if a leak is on my property. I also understand that I am fully responsible to pay for all water usage at my residence in accordance with the District service policy.

Customer / Applicant: _____
(Signature)

Date: _____

FIRE DEPARTMENT CONTRIBUTIONS

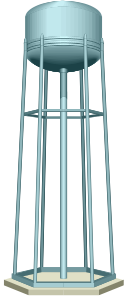
Important Customer Notice:

This notice is provided to all customers as a reminder that we add a \$1 **VOLUNTARY** fee to each water bill for our local fire departments. This is a voluntary fee that is added to each account. The Board of Directors remits all fees collected twice each year to the Alba, Yantis, Emory, and Steamboat Shores Volunteer Fire Departments. In 2023 we paid \$2,148.00 to each fire department. This amount was kindly donated by our customers. The board does not keep any of the donations for administrative fees. We appreciate all customers that make these contributions to our local fire departments, and we appreciate all volunteer firemen for their service to the community. If you do not want to pay the \$1 Voluntary Contribution do not sign this statement.

Thank you
Board of Directors

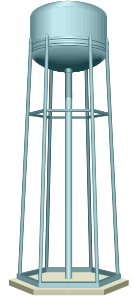
I understand that a \$1 fee will be added to my water bill for the volunteer fire departments.

Customer Signature



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NOTICE TO ALL CUSTOMERS

Any plumbing attached to our service connection is the full responsibility of the customer. Any water leakage at that connection or anywhere on the customer service line will be billed to the customer. The customer will be held responsible for full payment.

Customer Signature

Date

NOTICE REGARDING EXTREME WEATHER EVENTS

Dear Customer:

The Public Utility Commission's rule in Title 16, Chapter 24 Texas Admin. Code § 24.173(d) prohibit Bright Star-Salem Special Utility District from imposing a late fee or from disconnecting your retail water service for nonpayment of bills that are due during an extreme weather emergency until after the emergency is over.

An extreme weather event is defined as a period beginning when the previous day's highest temperature in your area did not exceed 28 degrees Fahrenheit, and the temperature is predicted to remain at or below that level for the next 24 hours according to the nearest National Weather Service reports for your area. For purposes of these requirements, an extreme weather emergency is over on the second business day the temperature exceeds 28 degrees Fahrenheit.

Bright Star-Salem SUD is required to offer a payment schedule to an affected customer that requests a payment schedule. If you are a customer of Bright Star-Salem SUD and are affected by an extreme weather emergency, you may request a payment schedule from Bright Star-Salem SUD for unpaid bills that are due during the extreme weather emergency.

For affected customers that request a payment schedule, Bright Star-Salem SUD is prohibited from disconnecting service for nonpayment of bills that are due during an extreme weather emergency. However, once a payment schedule is offered to the affected customer, disconnections may resume if (1) the affected customer declines to accept the payment schedule in a timely manner, or (2) if the affected customer has violated the terms of the payment schedule.

If you have a bill from Bright Star-Salem SUD due during an extreme weather emergency, then you are an affected customer and you qualify to request a payment schedule from Bright Star-Salem SUD for your bill. Please contact our office at: 903-765-2701

Thank you,
Wanda Gaby
Wanda Gaby
General Manager

AVISO AL CLIENTE CON RESPECTO A UNA EMERGENCIA CLIMATICA EXTREMA

Estimado cliente:

La Comisión de Servicios Públicos de Texas en su título 16, capítulo 24 Texas Admin. Code § 24.173(d) prohíbe Bright Star-Salem SUD de imponer un cargo por pago atrasado o desconectar su servicio de agua por falta de pago de facturas que vencen durante una emergencia climática extrema hasta después del término de la emergencia.

Un evento climático extremo se define como un período que comienza cuando la temperatura más alta del día anterior en su área no superó los 28 grados Fahrenheit, y se pronostica que la temperatura permanecerá en o por debajo de ese nivel durante las próximas 24 horas de acuerdo con los informes del Servicio Meteorológico Nacional más cercanos de su área. Para los propósitos de estos requisitos, una emergencia climática extrema termina el segundo día en el cual la temperatura excede los 28 grados Fahrenheit.

Bright Star-Salem SUD está obligada a ofrecer un plan de pagos a un cliente afectado que solicite un plan de pagos. Si usted es cliente de Bright Star-Salem SUD se ve afectado por una emergencia climática extrema, puede solicitar un plan de pagos a Bright Star-Salem SUD para las facturas no pagadas que vencieron durante la emergencia climática extrema.

Para los clientes afectados que solicitan un cronograma de pagos, Bright Star-Salem SUD tiene prohibido desconectar el servicio por falta de pago de facturas vencidas durante una emergencia climática extrema. Sin embargo, una vez que se ofrece un plan de pagos al cliente afectado, las desconexiones pueden reanudarse si (1) el cliente afectado se niega a aceptar el plan de pagos de manera oportuna, o (2) si el cliente afectado ha violado los términos del plan de pagos.

Si tiene una factura de Bright Star-Salem SUD que vence durante una emergencia climática extrema, entonces usted es un cliente afectado y califica para solicitar un plan de pagos de Bright Star-Salem SUD para su factura. Por favor, póngase en contacto con nuestra oficina en 903-765-2701.

Gracias,

Wanda Gaby

Wanda Gaby