

**8FRANKSTON RURAL WATER SUPPLY CORPORATION**  
105 South Garrison St. PO Box 725 Frankston, TX 75763-0725 903-805-0603  
Frankstonruralwater.com

**OPERATIONS POLICIES**

- I. Application for membership must be made on the prescribed form and presented to the office manager, who will then present the same to the board of directors at their next regular board meeting.
- II. Upon board approval, the new member must sign an easement and service agreement and deposit the required fees with the office manager.
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|------------------------------|-------------------|
| a. Membership Fee            | \$50.00           |
| b. Tap Fee                   | \$300.00          |
| c. System Improvements       | <u>\$1,500.00</u> |
| d. Total cost for new member | \$1,850.00        |

**PAYMENTS & COLLECTION POLICY**

- III. Meter reading and water payment are due and payable on the first day of every month at Austin Bank 169 S N Frankston Hwy PO Box 277 Frankston, TX 75763. Payments not received by the 10<sup>th</sup> day of the month will be assessed a 10% (ten percent) late penalty. On the 15<sup>th</sup>, a reminder card will be mailed and on the 20<sup>th</sup>, we will hand deliver a yellow door hanger, stating the member's water service will be disconnected without further notice. A \$25.00 fee will be charged for this service. Should we be forced to disconnect your water service, there will be a charge of \$50.00 to reconnect the water service. We will read your meter at the time of disconnection. This reading will be used to calculate what you owe for your water bill. All charges including your water usage, late charge, yellow door hanger, and reconnection fee must be paid in full before service will be reconnected. A receipt for payment will be necessary before service will be reconnected. A \$25.00 fee will be charged if you require reconnection after 5:00 pm, Monday thru Friday or on weekends. There will be a \$25.00 charge for a returned check.
- IV. Members who rent their property, or allow the use of their water meter, to another person, will be responsible for the water bills accrued by that person. The member of record is responsible for all water that passes through their meter regardless of the circumstance.

- V. Members are responsible for keeping the corporation notified of their current mailing address.
- VI. There will be a \$25.00 charge for each trip to reconnect once your service is disconnected, or to record the reading of a meter.
- VII. Exceptions to the above penalties due to hardship and or reasonable cause, must be approved on an individual basis by the board of directors.
- VIII. Members may not sell or transfer ownership of their membership without the prior approval of the board of directors. Members should notify the office manager of their intent to sell or transfer the ownership of their membership. No profit may be realized from the sale or transfer of a membership in the Frankston Rural Water Supply Corporation. There will be a \$50.00 transfer for changing ownership of membership.
- IX. Members are responsible for all water that goes through their meter. The meter is deemed to be accurate until proven otherwise. There will be a \$25.00 charge for meter accuracy tests, unless the meter proves to be inaccurate. Members will be entitled to one free meter test during any two-year period, and may request to be present at the time of the test.
- X. Frankston Rural Water Supply Corporation will install pressure regulators when a member has given reasonable notice, but being a member-owner water supply corporation will assume no responsibility for any damages to a member's home or water facilities.
- XI. No part of Frankston Rural Water Supply Corporation distribution system will be constructed by anyone other than the Water Supply employee and or contractors hired and controlled by the board of directors. This includes, but is not limited to, the distribution system from the wellhead to the member's side of the meter. All repairs and additions must be inspected and approved by an inspector designated by the board of directors, before being covered or placed into service.
- XII. No distribution lines will be added to the Frankston Rural Water Supply Corporation system that have an inside diameter of less than four (4) inches, and a pressure rating of less than 200 PSI. No additional meters will be set on any existing distribution line that does not meet this standard.
- XIII. Frankston Rural Water Supply Corporation will inspect all suspected violations of Texas State health laws, especially the ones concerning the requirement of an air

space between the Water Supply Corp. distribution lines and member-owned wells and water supplies, commonly referred to as cross connections. Violations will result in immediate removal of meter until the member is in compliance with the law.

- XIV. Members who hold more than one meter are responsible for the water payments of all those meters. Should that member become delinquent on one meter, that member will be considered delinquent on all meters.
- XV. Water meters are to serve one household only. No member shall ever all another house, trailer, mobile home, or any other residence to hook up to, or use, water through their meter. Violation of this rule will result in the immediate disconnection of the member's meter.
- XVI. Upon disconnection of a member's meter for any violation of the by-laws or policies, the member will be sent a written notice of thirty days to comply with said policy, at which time the Corporation will purchase the membership for \$50.00. The \$50.00 will first be applied to any debts owed the Corporation and the remainder, if any, will be mailed to the member's last known address.

CUSTOMER'S SIGNATURE:

\_\_\_\_\_ DATE: \_\_\_\_\_