

# CYPRESS SPRINGS SPECIAL UTILITY DISTRICT

P.O. Box 591 \* Mount Vernon\* Texas 75457-0591  
114 FM 115 (Off South Service Road)  
903-588-2081 or 888-588-1464 \* FAX: 903-588-2085  
E-Mail [office@cssud.org](mailto:office@cssud.org) Web site [www.essudpay.com](http://www.essudpay.com)

## **SECTION G.** **RATES AND SERVICE FEES**

UNLESS SPECIFICALLY DEFINED IN THIS SERVICE POLICY, ALL FEES, RATES, AND CHARGES ARE STATED HEREIN SHALL BE NON-REFUNDABLE.

1. ***Classes of Users*** – All users of the District’s water services shall be classified as either: standard or non-standard service, as further defined in Section E (2) of this Service Policy. Either class of users may be further classified into sub-classes according to the meter size by which service is provided.
2. ***Service Investigation Fee.*** The District shall conduct a service investigation \$50.00 for each service application submitted to the District. An initial determination shall be made by the District, without charge, as to whether the service request is Standard or Non-Standard. An investigation shall 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 application.
  - b. All Non-Standard Service requests shall be subject to a fee, appropriate to each project of sufficient amount to cover all administrative, legal, and engineering fees required by the District to:
    - (1) provide cost estimates of the project,
    - (2) develop detailed plans and specifications as per final plat,
    - (3) advertise and accept bids for the project,
    - (4) execute a Non-Standard Service Contract with the Applicant, and
    - (5) provide other services as required by the District for such investigation.
3. ***Deposit.*** At the time the application for service is approved, an Applicant for standard Service shall pay an account Deposit which will be held by the District, without interest, until settlement of the customer’s final bill. The Deposit will be used to offset final billing charges of the account. In the event that a surplus of FIVE DOLLARS (\$5.00) or more exists after the final billing is settle, the balance will be paid to the customer within 45 days, when the District is provided with a suitable address. All requests for refunds shall be made in writing and must be filed within 90 days of terminations. In the event that an outstanding balance exists after the Deposit is applied, the District shall attempt to collect the outstanding balance by all lawful means available.
  - a. The Deposit for water service is \$ 75.00 for each service unit.
  - b. The Deposit for oversized or Master Metered Accounts shall be based on multiples of meter size equivalence or actual connections served.
4. ***Easement Fee.*** When the District determines that dedicated easements and/or facilities sites are necessary to provide service to the Applicant, the Applicant shall be required to make good faith efforts to secure the necessary easements and/or sites in behalf of the District and/or pay all costs incurred by the District in validating, clearing, and retaining such easements or sites in addition to tap fees otherwise required pursuant to the provisions of this Service Policy. The costs may include all legal fees and expenses necessary to attempt to secure such easements and/or facilities sites in behalf of the District.

# CYPRESS SPRINGS SPECIAL UTILITY DISTRICT

P.O. Box 591 \* Mount Vernon\* Texas 75457-0591  
 114 FM 115 (Off South Service Road)  
 903-588-2081 or 888-588-1464 \* FAX: 903-588-2085  
 E-Mail office@cssud.org      Web site www.cssudpay.com

5. **Installation Fee (Tap Fee).** The District shall charge an installation fee for service as follows:
- a. **Standard Service** shall include all current labor, materials, engineering, legal, customer service inspection, and administrative costs necessary to provide individual metered water service shall be charged on a per tap basis as follows:

<u>Meter Size</u>	<u>Water Installation (Tap) Fee</u>
(not to exceed three times the actual and reasonable costs)	
5/8" X 3/4"	\$ 1,500.00 <i>**effective 01/09/19</i>
For over size meters: (1", 1-1/2", 2")	contact office for cost <i>**effective 05/12/2015</i>

- b. **Non-Standard Service** shall include any and all construction labor and materials, Inspection, administration, legal, and engineering fees, as determined by the District under the rules of Section F of this Service Policy.
- c. Standard and Non-Standard Service Installations shall include all costs of any pipeline relocations as per Section E.2. (d) (6) of this Service Policy or other system improvements.

6. **Monthly Charges.**

- a. **Service Availability Charge –**  
Water Service – The monthly charge for metered water service, which may or may not include allowable gallonage, is based on demand by meter size. Each charge is assessed based on the number of 3/4" meters (as per American Water Works Association maximum continuous flow specifications – see Miscellaneous) equivalent to the size indicated and is used as a base multiplier for the Service Availability Charge and any allowable gallonage. Rates and equivalents are as follows:

METER SIZE	5/8" x 3/4" METER EQUIVALENTS	MONTHLY RATE
5/8" x 3/4"	1.5	\$ 27.50 *
1"	2.5	46.50 *
1-1/2"	5.0	74.50 *
2"	8.0	112.50 *

\*\*Effective 01/01/2017

- b. **Gallonage Charge** – In addition to the Service Availability Charge, a gallonage charge shall be added at the following rates for usage during any one (1) billing period.
  - (1) Water - \$ 5.35 \* per 1,000 gallons of any gallonage. *\*\*effective 01/01/20*
  - (2) The District shall, as required by Section 5.235, Water Code, collect from each of its retail customers a regulatory assessment equal to one-half of one percent of the charge for retail water 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.6. Monthly Charges of this Service Policy.

7. **Late Payment Fee.** Once per billing period, a penalty of standard meter size of \$10.00, 1" meter size \$12.00, 1 1/2" and larger meter size \$15.00 and all commercial/industrial/institutional ten percent (10%) shall be applied to delinquent bills. This late payment penalty shall not be applied to any balance to which the penalty was applied in a previous billing, but shall be applied to any unpaid balance during the current billing period.  
*\*\*effective 01/01/20*

# CYPRESS SPRINGS SPECIAL UTILITY DISTRICT

P.O. Box 591 \* Mount Vernon\* Texas 75457-0591  
114 FM 115 (Off South Service Road)  
903-588-2081 or 888-588-1464 \* FAX: 903-588-2085  
E-Mail [office@cssud.org](mailto:office@cssud.org) Web site [www.cssudpay.com](http://www.cssudpay.com)

8. **Returned Check Fee.** In the event a check, draft, or other similar instrument is given by a person, firm, District, or partnership to the District for payment of services provided for in this Service Policy, and the instrument is returned by the bank or other similar institution as insufficient or non-negotiable for any reason, the account for which the instrument was issued shall be assessed a return check charge of twenty-five Dollars (\$25.00). Returned checks **cannot** be paid online and **cannot** be paid by check. *\*\*effective 10/26/15*
9. **Reconnect Fee.** The District shall charge a fee of Fifty Dollars (\$50.00) \* for reconnecting service after the District has previously disconnected the service for any reason provided for in this Service Policy, except for activation of service under Section E.3.b. Re-Service  
*\*\*After Hours reconnect fee shall be Seventy-Five Dollars (\$75.00). \*\*effective 06/12/07*
10. **Re-Service Fee.** The District shall charge a fee of Two Hundred and Seventy-Five Dollars (\$275.00\* plus \$75 deposit equaling \$350.00) for restoring service at a current or previously active service location. This fee does not include any delinquent charges of an Applicant owing for previous service received by the District.  
*\*\*effective 05/12/15 (See Section E.3.b. Re-Service.)*
11. **Service Trip Fee.** The District shall charge a trip fee of Fifty Dollars (\$25.00) \* for any service call or trip to the Customer's tap as a result of a request by the customer or resident (unless the service call is in response to damage of the District's or another Customer's facilities) or for the purpose of disconnecting or collecting payment for services \* *\*\*effective 06/12/2007.*  
*\*\*After Hours service trip fee, shall be Seventy-Five Dollars (\$75.00). \*\*effective 06/12/07*
12. **Fee for Unauthorized Actions.** If the District's facilities or equipment have been damaged By tampering, by-passing, installing unauthorized taps, reconnecting service without authority, or other service diversion, a fee shall be charged equal to the actual costs for all labor, material, and equipment necessary for repair or replacement of the District's facilities and shall be paid before service is re-established. The fee shall also include the actual costs for all labor, material, equipment, and other actions necessary to correct service diversions, unauthorized taps, or reconnection of service without authorization. All components of this fee will be itemized, and a statement shall be provided to the Customer. If the District's facilities or equipment have been damaged due to unauthorized use of the District's equipment, easements, or meter shut-off valve, or due to other unauthorized acts by the Customer for which the District incurs losses or damages, the Customer shall be liable for all labor and material charges incurred as a result of said acts or negligence.  
Note: Payment of this fee will not preclude the District from requesting appropriate criminal prosecution.
13. **Meter Test Fee.** The District shall test a Customer's meter upon written request of the Customer. Under the terms of Section E of this Service Policy, the actual and reasonable costs for the testing service\*\* shall be imposed on the affected account. *\*\*01/01/2008.*
14. **Non-Disclosure Fee.** A fee of \$10.00\*\* shall be assessed any customer requesting in writing that personal information under the terms of this Service Policy not disclosed to the public. *\*\*effective 01/01/2008*
15. **Regulatory Assessment.** A fee of 0.5% of the amount billed for water service will be assessed each customer; as required under Texas law and TCEQ regulations.
16. **Other Fees.** The actual and reasonable costs for any services outside the normal scope of Utility operations that the District may be compelled to provide at the request of a Customer shall be charged to the Customer.



## CYPRESS SPRINGS SPECIAL UTILITY DISTRICT

P.O. Box 591 \* Mount Vernon\* Texas 75457-0591

114 FM 115 (Off South Service Road)

903-588-2081 or 888-588-1464 \* FAX: 903-588-2085

E-Mail [office@cssud.org](mailto:office@cssud.org)

Web site: [www.cssudpay.com](http://www.cssudpay.com)

# Check out our Website!

- View and Pay your bill online **Plus** see your account history
  1. Now there is a **QUICK PAY** Button, No longer log in to pay  
*Need 4-digit account number then credit card information*
  2. Set up for Recurring Credit Card  
*will be drafted from your credit card around the 10<sup>th</sup> of every month*
  3. Set up for Bank Draft with the office  
*would be drafted from your checking account the 5<sup>th</sup> of every month*
- Get Rates and Policy Information
- Print off most Forms
- Get Current News and Notices
- Get Weather Updates
- **Sign up for Alerts**
- Get Related and Helpful Links
- Get answers to Most Asked Questions
- View Helpful Tips on Water Conservation Practices  
***Because EVERY Drop COUNTS!***
- Find out information on Leak Detection Rewards

So be sure to visit us at **[WWW.CSSUDPAY.COM](http://WWW.CSSUDPAY.COM)**