



Owner

Application Packet

General Information
2032 E Hickory Hill Rd.
Argyle, Texas 76226

Online Location – www.crosstimberswater.com

Office Hours: 8:00 A.M. TO 4:30 P.M. Monday through Friday

Metro Telephone Number: 940-584-0780 FAX: 940-584-0781

After Hours Emergencies: Call the office number and your message will be forwarded.

Residential and Commercial Water Rates

Effective January 2024

Base Service Charge

5/8 inch Meter	\$ 40.00 Base Service Charge
1 inch Meter	\$ 66.80 Base Service Charge
1 ½ inch Meter	\$ 133.20 Base Service Charge
2 inch Meter	\$ 213.20 Base Service Charge
3 inch Meter	\$ 400.00 Base Service Charge

Water Gallonage Rates

001 to 5,000 gallons	\$ 3.65 Per 1,000 gallons
5,001 to 20,000 gallons	\$ 4.70 Per 1,000 gallons
20,001 to 40,000 gallons	\$ 5.75 Per 1,000 gallons
40,001 to 50,000 gallons	\$ 8.00 Per 1,000 gallons
Over 50,001 gallons	\$ 9.00 Per 1,000 gallons

Example Water Bills for 3/4 X 5/8 Residential Meter: (includes \$40.00 base rate)

(excludes Franchise Fees and TCEQ charges)

<u>Gallons</u>	<u>Amount</u>
5,000	\$ 58.25
10,000	\$ 81.75
20,000	\$ 128.75
40,000	\$ 243.75
60,000	\$ 413.75
75,000	\$ 548.75
100,000	\$ 773.75
200,000	\$ 1,673.75

Rates Received: _____
(Member Signature)

Date: _____

Membership Deposit Fee \$150.00

This is a one-time deposit fee assessed to each account in our service district. This deposit stays on the account until the member sells the property and the final bill balance has been paid, at which point the deposit amount will be refunded to them.

Other Fees

Returned Check Fee:	\$ 25.00	Meter Testing Fee:	Market Price
Reconnection Fee:	\$ 25.00	Late Penalty Fee:	5% of Unpaid Balance
Service Trip Fee:	\$ 25.00		

TCEQ Regulatory Assessment: ½ of 1% of Water Charges.

Franchise Fees: Towns of Bartonville, Double Oak, and Copper Canyon: 2% of all water charges

Highland Village Charge: 4% of all charges and fees collected in Highland Village

New Meter Installation Fees: Contact Office

Due Dates

WE DO NOT ACCEPT POSTMARK DATES. All payments must be in the possession of CTWSC by 8:00 a.m. the following business day after the due date. If the due date falls on a holiday or weekend, payments will be accepted until 4:30 P.M. the next business day after the due date. All payments must be in possession of the Corporation on the due date to avoid a five percent (5%) late fee.

If you prefer to mail your payment, we advise mailing seven (7) days in advance of the due date. We also provide an outside payment drop box for your convenience.

We cannot take payment transactions over the telephone. Bank draft and Automatic Credit Card payment are available on our website – www.crosstimberswater.com.

Billing Questions

If you feel that there is a problem with your bill, please contact our office as soon as possible at 940-584-0780. This will ensure that your meter can be re-read promptly.

Other CROSS TIMBERS WATER SUPPLY CORPORATION Services:

- * Online Bank Draft
- * Online Credit Card
- * Deferred Payment Agreement
- * Billing Authorization Agreement
- * Request for Service Discontinuance
- * Meter Test Authorization

The forms for these services are available at the office or via our website www.crosstimberswater.com

Please do not hesitate to call with any questions.

CROSS TIMBERS WATER SUPPLY CORPORATION
2032 E Hickory Hill Road • Argyle, Texas 76226 • (940) 584-0780

Membership Number: _____

Account Number: _____

OWNERS SERVICE APPLICATION AND AGREEMENT

Please Print

Today's Date: _____

Effective Date: _____

Applicant Name: _____ DOB: _____

Email Address: _____

Co-Applicant Name: _____ DOB: _____

Email Address: _____

Service Address: _____

Mailing Address (Leave Blank If Same) _____

Driver's License #: _____

State: _____ Name: _____

Phone Type: Mobile/Cell Landline Business

Primary Contact Phone #: _____ Contact Name: _____

Phone Type: Mobile/Cell Landline Business

Secondary Contact Phone #: _____ Contact Name: _____

Emergency Telephone: _____ Contact Name: _____

Name of Subdivision (Include lot and block number if known): _____

Previous Owner's Name: _____

Are you the owner of record for the property? YES NO

If no, name of owner of record: _____

Does Property Have An Irrigation System?	YES	NO
Acreage: _____	Household size (approx. Sq. Ft.) _____	
Number in Family: _____	Livestock & Number: _____	
Does Property Have A Private Well?	YES	NO
If YES, What will it be used for?	Landscape Watering _____	Other _____
Do you plan to drill a well?	YES	NO
If YES, What will it be used for?	Landscape Watering _____	Other _____

NOTE: FORM MUST BE COMPLETED AND SIGNED BY APPLICANT ONLY. A MAP OF SERVICE LOCATION MAY BE REQUIRED.

- **By signing this application, the applicant acknowledges that he/she has read and signed a Service Agreement and has received and read a copy of Cross Timbers WSC's General Information Packet that includes water rates.**

Signed: _____

**CROSS TIMBERS WATER SUPPLY CORPORATION
DISCLOSURE OF PERSONAL INFORMATION CONTAINED IN UTILITY
RECORDS**

Membership Number: _____

Account Number: _____

Effective September 1, 2021, Chapter 182, Subchapter B of the Texas Utilities Code makes confidential a water utility customer's address, telephone number, account records, social security number,¹ and information relating to the volume or units of utility usage, or the amounts billed to or collected from the individual for utility usage. However, utility customers may elect to authorize disclosure of this information by completing the form at the bottom of this page and returning it to:

Cross Timbers Water Supply Corporation
2032 E Hickory Hill Rd
Argyle, TX 76226-3125

Customers may rescind a request for disclosure by providing submitting a written request to the address above. Your response is not necessary if you wish for your information to remain confidential.

**WE MUST STILL PROVIDE THIS INFORMATION UNDER LAW TO CERTAIN
PERSONS.**

Regardless of the confidentiality provision in Utilities Code Sec. 182.052, we must still provide this information to (1) an official or employee of the state or a political subdivision of the state, or the federal government acting in an official capacity; (2) an employee of a utility acting in connection with the employee's duties; (3) a consumer reporting agency; (4) a contractor or subcontractor approved by and providing services to the utility or to the state, a political subdivision of the state, the federal government, or an agency of the state or federal government; (5) a person for whom the customer has contractually waived confidentiality for personal information; or (6) another entity that provides water, wastewater, sewer, gas, garbage, electricity, or drainage service for compensation.

¹ See Texas Public Information Act, Government Code Sec. 552.147, for limitations on disclosure of Social Security numbers.

Detach and Return This Section

I authorize Cross Timbers Water Supply Corporation to disclose my personal information, including my address, telephone number, usage and billing records, and social security number if Cross Timbers Water Supply Corporation receives a written request for that information.

Name of Account Holder

Account Number

Address

Area Code/Telephone Number

City, State, Zip Code

Signature

CROSS TIMBERS WATER SUPPLY CORPORATION

Membership Number: _____

Account Number: _____

SERVICE AGREEMENT

Agreement made this _____ day of _____, 2024, between

CROSS TIMBERS WATER SUPPLY CORPORATION (hereinafter called the Corporation),

a Corporation organized under the laws of the State of Texas and

_____, (hereinafter called the Member).

(please print your name(s) here – as the Members)

WITNESSETH:

The Corporation agrees to sell and deliver water service to the Member and Member agrees to purchase and receive water service from the Corporation, in accordance with the By-Laws and rules and regulations of the Corporation as amended from time to time by the Corporation.

The Member shall pay the Corporation for service hereunder at the rates and upon the terms and conditions set forth in the rate schedule adopted from time to time by the Corporation's Board of Directors.

The Board of Directors shall have the authority to sell the membership of any Member in the event of nonpayment of any charges of assessments owing by said Member within thirty (30) days after demand for payment by mail, properly addressed to such delinquent Member. The proceeds of any sale of Membership over and above the amount due the Corporation shall be paid to the delinquent Member. In lieu of such sale of Membership, the Board of Directors may purchase the Membership on behalf of the Corporation at a price determined by the Board to be fair value of the Membership, provided that in the event of either a sale of the Membership or the purchase thereof by the Corporation the proceeds shall first be applied to the payment of any indebtedness due the Corporation by the delinquent Member.

In the event the Member shall breach this agreement by (1) refusing or failing, without just cause, to connect to the Corporation's facility and use same as soon as the facility is available, or (2) refusing or failing, without just cause, to pay the minimum monthly water rate as established by the Corporation, upon the occurrence of either of said events the Member agrees to pay the Corporation a lump sum of Three Hundred Dollars (\$300.00) as liquidated damages.

All water shall be metered by meters to be furnished and installed by the Corporation. The meter and/or connection is for the sole use of the Member or Customer and is to serve water to only one dwelling or only one business, and does not permit the extension of pipe or pipes to transfer water from one property to another, nor share, resell, or sub-meter water to any other persons, dwelling, business, property, etc.

In the event the total water supply be insufficient to meet all of the needs of the Members, or in the event there is a shortage of water, the Corporation may prorate the water available among the various Members on such basis as is deemed equitable by the Board of Directors, and may also prescribe a schedule of hours covering the use of water for garden purposes by particular Members and require adherence thereto to prohibit the use of water for garden purposes; provided that, if at any time the total water supply be insufficient to all of the needs of all Members, the Corporation must first satisfy all of the needs of all Members for domestic purposes before supplying any water for livestock purposes and must satisfy all the needs of the Members for both domestic and livestock purposes before supplying any water for gardening purposes.

(Service Agreement continued)

The Member shall install at his own expense a service line from the water meter connection to the point of use.

To the extent allowed by law, the Member hereby agrees to indemnify the Corporation against and hold the Corporation harmless from any and all actions, causes of action, lawsuits, claims, damages or injuries of whatever nature or type, both real and personal, which might arise out of negligence of the Member, its agents or employees, in the installation, operation or use of the water line from the point where the Member ties on to the Corporation's water meter to the final destination of the line installed by the Member.

The Corporation shall have the right to locate the water service meter and the pipe necessary to connect the meter on the property of the Members 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 times for any purpose connected with or in the furtherance of its business operations, and upon discontinuance of service shall have the right to remove any of its property from the Member's premises.

The Corporation's authorized employees shall have access to the Member's property or premises at all reasonable times for the purpose of inspecting for possible violations between the Water Supply Corporation's system and any unknown or non-potable water supply, as well as any other undesirable plumbing practices as described by the appropriate regulatory authority.

A non-refundable connection fee or charge, also referred to as a tap fee or charge or installation fee or charge, and a non-refundable capital expansion fee shall be required of all Members as a condition of receiving water service from the Corporation.

New Member

Address

City, State and Zip Code

Accepted and Approved

Cross Timbers WSC Representative

CROSS TIMBERS WATER SUPPLY CORPORATION

Membership Number: _____

Account Number: _____

PLUMBING AGREEMENT

- I. **PURPOSE.** The Cross Timbers WSC is responsible for protecting the drinking water supply from contamination or pollution which could result from improper plumbing practices. The purpose of this service agreement is to notify each customer of the plumbing restrictions, which are in place to provide this protection. The utility enforces these restrictions to ensure the public health and welfare. Each customer must sign this agreement before the Cross Timbers WSC will begin service. In addition, when service to an existing connection has been suspended or terminated, the Cross Timbers WSC will not re-establish service unless it has a signed copy of this agreement.
- II. **PLUMBING RESTRICTIONS.** The following undesirable plumbing 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 air-gap or an appropriate backflow prevention device.
 - 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 installation of an air-gap or a reduced pressure-zone backflow prevention device.
 - C. No connection, which allows 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 plumbing at any connection, which provides water for human use.
 - E. No solder or flux, which contains more than 0.2 percent lead, can be used for the installation or repair of plumbing at any connection, which provides water for human use.
- III. **SERVICE AGREEMENT.** The following are the terms of the service agreement between the Cross Timbers WSC (the Water System) and _____ (the Customer).
- A. The Water System will maintain a copy of this agreement as long as the Customer and/or the premise is connected to the Water System.
 - B. The Customer shall allow his property to be inspected for possible cross-connections and other undesirable plumbing practices. These inspections shall be conducted by the Water System or its designated agent prior to initiating service and periodically thereafter. The inspections shall be conducted during the Water System's normal business hours.
 - C. The Water System shall notify the Customer in writing of any cross-connection or other undesirable plumbing practice, which has been identified during the initial inspection or the periodic re-inspection.
 - D. The Customer shall immediately correct any undesirable plumbing practice on his premises.
 - E. The Customer shall, at his expense, properly install, test, and maintain any backflow prevention device required by the Water System. Copies of all testing and maintenance records shall be provided to the Water System.
- IV. **ENFORCEMENT.** If the Customer fails to comply with the terms of the Service Agreement, the Water System shall, at its option, terminate service or properly install, test, and maintain an appropriate backflow prevention device at the service connection. Any expenses associated with the enforcement of this agreement shall be billed to the Customer.

Customer's Name (Please Print)

Customer's Service Address

Customer's City, State, Zip Code

CUSTOMER'S SIGNATURE: _____

DATE: _____

CROSS TIMBERS WATER SUPPLY CORPORATION

Membership Number: _____

Account Number: _____

ELECTRONIC METER AGREEMENT

I understand that the metering device for my water service is a radio frequency based meter. I also understand that because of its technology this meter has a much higher cost than a standard water meter, and if damaged, I will be liable for the replacement cost and labor.

Furthermore, I understand that any interference with the proper operation of this meter including electric fields, magnetic fields, tampering with the physical appearance or function of and modification in any way constitutes damage to the meter. I agree that I will be held liable for replacement upon damage and understand that failure to pay any associated charges billed by CTWSC within the allowed time will result in disconnection of water service.

Customer's Name (Please Print)

Customer's Service Address

Customer's City, State, Zip Code

CUSTOMER'S SIGNATURE: _____

DATE: _____