

# CRYSTAL CLEAR WATER SUPPLY CORPORATION

## Customer Information

### Physical and Mailing Address:

Crystal Clear Water Supply Corporation  
2370 FM 1979  
San Marcos, TX 78766-2100

### Phone Numbers:

Main Line: (830) 372-1031  
Alternate: (830) 372-1055  
Toll Free: (800) 659-1031  
Fax Number: (830) 372-0067

### Internet Address:

<http://www.crystalclearwsc.com>

On our website you will find common forms available for downloading and printing and general system information. Feel free to e-mail us and use the Internet for your convenience.

Email addresses are:

board@crystalclearwsc.com - Questions or concerns to the Board of Directors  
info@crystalclearwsc.com - Requests for general information  
mark@crystalclearwsc.com - General Manager  
suzie@crystalclearwsc.com - Office Manager, administrative, repairs or billing  
robert@crystalclearwsc.com - Operator, administrative and repairs  
sylvia@crystalclearwsc.com - Billing or repairs

### Office Hours:

Monday - Friday 8 a.m. to 5 p.m.

**In case of emergencies (leaks, cut lines, etc.) AFTER HOURS,  
WEEKENDS AND HOLIDAYS ONLY - Call (830) 372-1406.**

### Current Monthly Rates:

\$31.50 minimum – 0 gallons - service availability charge.  
\$ 3.78 per 1,000 gallons - from 0 gallons to 10,000 gallons.  
\$ 4.55 per 1,000 gallons - from 10,000 gallons to 20,000 gallons.  
\$ 5.78 per 1,000 gallons - from 20,000 gallons to 50,000 gallons.  
\$ 7.12 per 1,000 gallons – over 50,000 gallons.

## **General Information**

\*Meters are read by Crystal Clear Water employees, beginning or around the 10<sup>th</sup> of each month. If you feel your meter has been misread, please check the reading before calling the office so we can verify the readings.

\*You should receive your bill by the first of each month. All bills are due by the 10<sup>th</sup> of each month. The late charge is added if balance is not paid by the 15<sup>th</sup> of each month. If the bill is past due, a final disconnect notice will be sent out which will give you the final day to pay before the meter is shut off. There is a \$100.00 reconnect charge when disconnected. The meter will be turned back on only during business hours.

\*A night deposit box is available for payments made after hours, weekends and holidays. It is located at the drive-thru, but we do not recommend putting cash in the night deposit and are not responsible for lost payments.

\*In cases where a member has rental property, an alternate billing agreement must be signed by the owner of the membership, giving Crystal Clear staff authorization to change billing. No deposits will be taken on rental accounts.

\*Service may be disconnected without notice when:

- a. service is connected without any authority by a person who has not made arrangements for service.
- b. unauthorized reconnection after service was disconnected for non-payment.
- c. tampering with Crystal Clear water meters or equipment or bypassing equipment for service.

\*There is a \$20.00 charge for **all** returned checks or bank drafts.

CORPORATION USE ONLY	
Date Approved	_____
Service Classification	_____
Cost	Work Order Number
Eng. Update	_____
Account Number	_____
Service Inspection Date	_____

## SERVICE APPLICATION AND AGREEMENT

Please Print: DATE \_\_\_\_\_

APPLICANT'S NAME  
\_\_\_\_\_

CO-APPLICANT'S NAME  
\_\_\_\_\_

CURRENT BILLING ADDRESS: FUTURE BILLING ADDRESS:  
\_\_\_\_\_  
\_\_\_\_\_

PHONE NUMBER - Home (\_\_\_\_) \_\_\_\_-\_\_\_\_ Work (\_\_\_\_) \_\_\_\_\_

PROOF OF OWNERSHIP PROVIDED BY  
\_\_\_\_\_

DRIVER'S LICENSE NUMBER OF APPLICANT  
\_\_\_\_\_

LEGAL DESCRIPTION OF PROPERTY (Include name of road, subdivision with lot and block number)  
\_\_\_\_\_  
\_\_\_\_\_

PREVIOUS OWNER'S NAME AND ADDRESS (If transferring Membership)  
\_\_\_\_\_  
\_\_\_\_\_

ACREAGE \_\_\_\_\_ HOUSEHOLD SIZE \_\_\_\_\_

NUMBER IN FAMILY \_\_\_\_\_

SPECIAL SERVICE NEEDS OF APPLICANT:

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NOTE: FORM MUST BE COMPLETED BY APPLICANT ONLY. A MAP OF SERVICE LOCATION REQUEST MUST BE ATTACHED.

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Signature Applicant

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Signature Co-Applicant

**Total Cost:**

<b>Membership</b>	<b>\$ 100.00</b>
<b>Capital Recovery</b>	<b>\$ 2500.00</b>
<b>Installation</b>	<b>\$ 700.00</b>
<b>Engineering fee:</b>	
<b>Pre-approved</b>	<b>\$ 25.00</b>
<b>Other</b>	<b>\$ 100.00</b>

AGREEMENT made this \_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_, between Crystal Clear 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):

The Corporation shall sell and deliver water 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 have all rights duties and responsibilities of membership under the Corporation's articles and by-laws and, by the act of making application for service and membership agrees to abide by and be bound by all terms, conditions and provisions of the same without exception, waiver, reservation or exclusion

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, a copy of which has been provided as an information packet, for which Member acknowledges receipt hereof by execution of this agreement. A copy of this agreement shall be executed before service may 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 Corporation 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.

If this agreement is completed for the purpose of assigning utility service as a part of a rural domestic water 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 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) or hoses 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. Customer shall not connect, or allow any other person or party to connect, onto any water lines or hoses on his premises. Except in cases where the customer has a contract with Corporation for reserve or auxiliary service, no other water service will be used by the Customer on the same installation in conjunction with Corporation's service, either by means of a cross-over valve or any other connection.

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 and other undesirable plumbing practices.

The Corporation is responsible for protecting the drinking water supply from contamination or pollution that could result from improper plumbing practices. This service agreement serves as notice to each customer of the plumbing restrictions that are in place to provide this protection. The Corporation shall enforce these restrictions to ensure the public health and welfare. 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 assembly in accordance with state plumbing regulations. Additionally, all pressure relief valves and thermal expansion devices must be in compliance with state plumbing codes.
- 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 air gap 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 8.0 % lead may be used for the installation or repair of plumbing on or after July 1, 1988, at any connection that provides water for human consumption.
- e. No solder or flux that contains more than 0.2 % lead may be used for the installation or repair of plumbing on or after July 1, 1988, at any connection that provides water for human consumption.
- f. No plumbing fixture is installed which is not in compliance with a state-approved plumbing code.

The Corporation shall maintain a copy of this agreement as long as the Member and/or premises are connected to the public water system. The Member shall allow his property to be inspected for possible cross-connections and other undesirable plumbing practices. 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 plumbing practices that have been identified during the initial or subsequent inspection. The Member shall immediately correct any undesirable plumbing practice on their premises. The Member shall, at his expense, properly install, test, and maintain any backflow 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 backflow 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.

Customer shall be liable for any damage or injury to Corporation-owned property or personnel shown to be caused by the customer his invitees, his agents, his employees, or others under his control. By accepting service under this agreement, customer agrees to take no action to create a health hazard or otherwise endanger, injure, damage or threaten Corporation's plant, its personnel, or its customers. Failure to comply this provision shall be grounds to terminate customer's service without notice.

Public water utilities are required to deliver water to the customer's side of the meter or service connection that meets the potability and pressure standards of the Texas Commission on Environmental Quality ("TCEQ"). Corporation will not accept liability for any injury or damage to individuals or to their properties occurring on the customer's side of the meter when the water delivered meets these state standards. Corporation makes no representations or warranties (expressed or implied) that customer's appliances will not be damaged by disruption of or fluctuations in water service whatever the cause. Corporation will not accept liability for injuries or damages to persons or property due to disruption of water service caused by: (1) acts of God or other natural causes outside of the Corporation's control, (2) acts of third parties not subject to the Corporation's control, (3) electrical power outages, or (4) termination of water service pursuant to Corporation's tariff, TCEQ rules or statutes. 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 Corporation or like contractors, tampering by other Member/users of the Corporation, normal failures of the system, or other events beyond the Corporation's control.

Corporation is not required by law and does not provide fire prevention or fire fighting services. Corporation therefore does not accept liability for fire-related injuries or damages to persons or property caused or aggravated by the availability (or lack thereof) of water or water pressure (or lack thereof) during fire emergencies. Corporation may (but is not required to) contract with individual customers/applicants to provide water service capacities to their properties in excess of the TCEQ's domestic water system regulations so that such water volumes and pressures may be used by the customer/applicant or local fire department (at their sole election and responsibility) for fire fighting purposes. Such additional water service capacities shall be provided only in response to and according to design criteria and/or plans prepared by the customer/applicant's registered professional engineer. Notwithstanding any understanding or intent of such customer/applicant for the use of such excess water service capacity, Corporation does not profess, state, warrant, guarantee, or imply that such additional water service capacity is, or shall ever be, adequate or sufficient for fire fighting. Corporation neither possesses nor claims to possess knowledge or expertise in fire fighting or the requirements of fire fighting. No statement or action of Corporation

shall ever be implied or meant to suggest that any facilities of Corporation comply with any state or local fire code.

Corporation has adopted the Uniform Plumbing Code. All customer-owned plumbing, service extensions and/or new facilities shall comply with that code and all standards established by the TCEQ. Where conflicts arise, the more stringent standard must be followed. The piping and other equipment on the premises furnished by the Customer will be maintained by the Customer at all times in conformity with the requirements of the applicable regulatory authorities and with the service rules and regulations of Corporation. The Customer will bring out his service line to his property line at a point designated by the Corporation. No water service smaller than 5/8" will be connected. The Customer shall install and maintain a cut-off valve on the Customer side of the meter and within three (3) feet of the meter. If the Customer desires water at a lower pressure than that which is delivered at the meter and such delivery pressure does not exceed any TCEQ rule or order pressure standard, the Customer will install, at the Customer's expense, the equipment necessary for such reduction in pressure. It shall be the Customer's responsibility to maintain such equipment in good repair and working order.

It is agreed and understood that any and all meters, water lines and other equipment furnished by Corporation (excepting the Customer's individual service line from the point of connection to the Customer's point of ultimate use) is and shall remain the sole property of Corporation and nothing contained herein shall be construed to reflect a sale or transfer of any such meters, lines or equipment to any customer. All tap charges shall be for the privilege of connecting to said water lines and for installation, not purchase, of said meters and lines.

No application, agreement or contract for service may be assigned or transferred without the written consent of Corporation.

It is possible that Member and Corporation will enter into an additional contract(s) pertaining to water service at this location. Any such contract shall be in addition to this Application. Nothing therein will negate any provision of this Application.

The Member shall grant to the Corporation, now or in the future, any easements of right-of-way for the purpose of installing, maintaining, and operating such pipelines, meters, valves, and any other equipment which may be deemed necessary by the Corporation to extend or improve service for existing or future Members, on such forms as are required by the Corporation.

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 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

\_\_\_\_\_  
Co-Applicant Member

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

## NOTICE TO CUSTOMERS REGARDING CLOSED SYSTEMS

All new meter services are installed with a dual check valve. The dual check valve prevents water from flowing backwards into the water main. This causes owner/members to have a closed system. In the event that an owner/member does not have a pop off valve on his/her water heater(s), the presence of a closed system could cause danger to the customer. Crystal Clear Water Supply Corporation **IS NOT LIABLE** for any damages caused at an owner/member's property due to the owner/member's closed system. To find out if you have a closed system contact Crystal Clear at 830-372-1031, or make sure your water heater has this pop off valve in place, either will protect your property.

State law also requires that vacuum breakers be installed on any faucet that a water hose may be attached to. These vacuum breakers are available, at a small cost, at most plumbing supply companies.

ACCT # \_\_\_\_\_ DATE \_\_\_\_\_

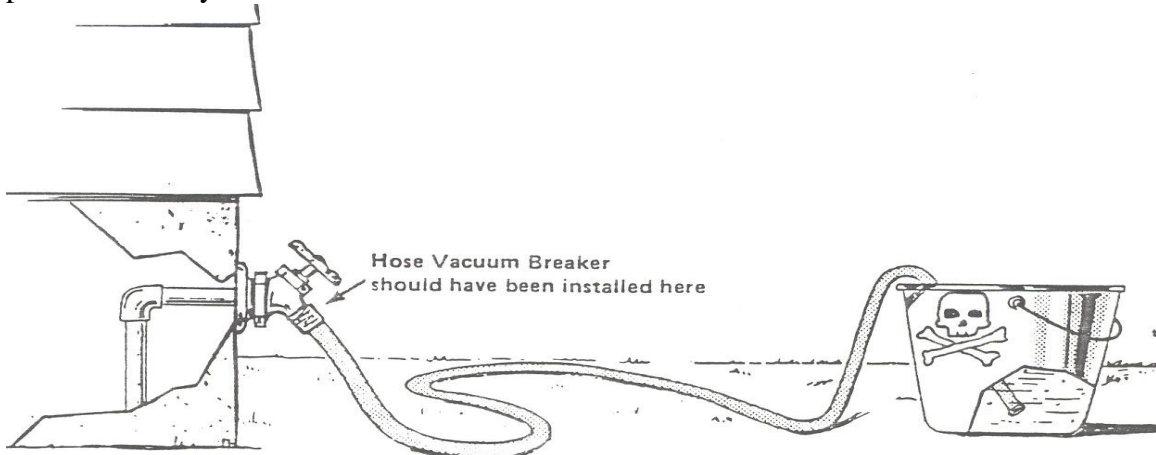
OWNER (PRINT NAME) \_\_\_\_\_

SERVICE ADDRESS \_\_\_\_\_

OWNER SIGNATURE \_\_\_\_\_

### EXAMPLE:

Simply leaving a hose, connected to a faucet, submerged in a sink or any other water basin, can create a serious health threat. When the faucet is left running, or when it leaks, a loss in pressure of the supply main can siphon contaminating materials back into the potable water system.



# CRYSTAL CLEAR WATER SUPPLY CORPORATION

## Customer Service Inspection Application

**Name of PWS:** CRYSTAL CLEAR WATER SUPPLY CORPORATION

**PWS I.D. #:** 0940015

I \_\_\_\_\_, upon inspection of the private plumbing facilities connected to the aforementioned public water supply do hereby certify that, to the best of my knowledge:

	Compliance	Non - Compliance
No direct 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 state plumbing regulations. Additionally, all pressure relief valves and thermal expansion devices are in compliance with state plumbing codes.		
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 the private water supply, an approved reduced pressure zone backflow prevention assembly is properly installed and a service agreement exists for annual inspection and testing by a certified backflow prevention device tester.		
No connection exists which would allow the return of water used for condensing, cooling or industrial processes back to the public water supply.		
No pipe or pipe fitting which contains more than 8.0% lead exists in private plumbing facilities installed on or after July 1, 1998.		
No solder or flux which contains more than 0.2% lead exists in private plumbing facilities installed on or after July 1, 1998.		
No plumbing fixture is installed which is not in compliance with a state approved plumbing code.		

Water service shall not be provided or restored to the private plumbing facilities until the above conditions are determined to be in compliance.

I further certify that the following materials were used in the installation of the plumbing facilities:

Service Lines: Lead \_\_\_\_\_ Copper \_\_\_\_\_ PVC \_\_\_\_\_ Other \_\_\_\_\_  
 Solder: Lead \_\_\_\_\_ Lead Free \_\_\_\_\_ Solvent Weld \_\_\_\_\_ Other \_\_\_\_\_

I recognize that this document shall become a permanent record of the aforementioned Public Water System and that I am legally responsible for the validity of the information I have provided.

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**Signature of Inspector**

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**Registration Number**

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**Title**

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**Type of Registration**

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**Date**

## Notice to Homeowners and Plumbers

Crystal Clear Water Supply Corporation (hereinafter called the utility) hereby notifies all plumbers and homeowners that all water utilities in the state of Texas must comply with the rules and regulations of the Texas Natural Resource Conservation Commission concerning construction and renovation of and additions and modifications to private plumbing facilities.

Utility has adopted the Uniform Plumbing Code (30 TAC 290.46(i)) as the prevailing guide for plumbing facility construction and modification standards, particularly regarding the prohibition of the use of lead solder and fittings and the prohibition of cross-connections within the plumbing system. By execution of this document, the homeowner and plumber certifies that all plumbing meets, to the best of their knowledge, the following conditions on the date executed below:

1. No direct 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 state plumbing regulations. Additionally, all pressure relief valves and thermal expansion devices are in compliance with state plumbing codes.
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 the private water supply, an approved reduced pressure zone backflow prevention assembly is properly installed and a service agreement exists for annual inspection and testing by a certified backflow prevention device tester.
3. No connection exists which would allow the return of water used for condensing, cooling 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 plumbing facilities installed on or after July 1, 1998.
5. No solder or flux which contains more than 0.2% lead exists in private plumbing facilities installed on or after July 1, 1998.
6. No plumbing fixture is installed which is not in compliance with a state approved plumbing code.

This document will be retained as a part of the utility's permanent files along with all plumbing inspection documents. By execution hereof, I certify that the foregoing is true and correct and that I am legally responsible for the validity of the information I have provided. I also understand that the utility will inspect all private plumbing facilities and that I, the homeowner and plumber shall be present to demonstrate compliance.

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**Signature of Homeowner**

**Date**

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**Signature of Plumber**

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**Date**

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**Plumber's Name and License No. (Please Print)**