



REQUIREMENTS FOR WATER SERVICE

1. A 911 physical address.
2. Completed Service Application (original must be returned) and applicable fees:
 - a. Connection Fee – \$3200.00
 - b. Deposit Fee - \$300.00 (refundable when service is terminated)
 - c. Reconnect Fee - \$50.00
 - d. Customer Service Inspection - \$50.00. This inspection is required by TCEQ and Collin County. A certified inspector must complete inspection and return original to our office.
 - e. Backflow Prevention Inspection - \$50.00 per device (RPZ) to be tested. A certified plumbing inspector must complete inspection and return original certification to our office.
3. Completed and notarized Right-of-Way/Water Utility Easement.
4. A signed photocopy of land ownership Warranty Deed or Title or Rental Agreement.
5. Privacy Act form must be signed and returned (Part of the Service Agreement) to protect customer's privacy rights.
6. No fencing is to be installed around the meter box unless a gate is located beside the box and easily accessible. The gate code, if applicable, must be supplied to NSUD.
7. It is the responsibility of the customer to inform NSUD of contact information changes (i.e. billing address, phone number, draft information, email address, etc.).
8. Customers should install a shut off valve within 18 inches of the meter, on customer side, for the purpose of shutting off meter in case of leak or plumbing repair.
9. An AVB (atmospheric vacuum breaker) must be installed on all outside hose bibs to prevent syphoning of water back into the water system. If not installed prior to Customer Service Inspection, it will be installed and customer will be billed the cost of the AVB.
10. It is recommended customer install a pop-off valve or expansion chamber on their hot water heater.



Office Hours: Monday – Friday 8 am to 5 pm.

Billing Period:

Meters are read on or around the 17th each month and reflect usage for the previous 28 to 31 days. NSUD utilizes different forms of delivery. If you receive your bill through U.S.P.S, NSUD cannot be responsible for delivery once delivered to the post office. We also send bills electronically via email and/or text if account is established on our website, nevadawater.org, and should arrive on the last day of the month. NSUD cannot be responsible for undelivered electronic communications due to change in email or phone number that was not corrected on the website.

Bills go out on the 1st of each month and payments are due on the 15th. A \$20.00 late fee is applied after 8 am on the 16th. Second Notices are mailed to delinquent accounts on the 16th and disconnection for nonpayment is the 25th. Please call our office if you have a problem paying on time.

If water service is disconnected due to nonpayment, a \$50.00 (during office hours) reconnect fee will be added to total and all monies delinquent must be paid prior to reconnection. The fee for after-hours reconnection will be \$100.00 plus all delinquent monies owed.

Water Rates:

Base Rate (monthly service fee) – Residential \$30.00, 1 Inch Commercial \$68.75, 2 Inch Commercial \$220.00
0 – 10,000 gallons..... \$7.75 per 1,000 gallons
10,001 – 15,000 gallons..... \$8.29 per 1,000 gallons
15,001 – 20,000 gallons.....\$8.77 per 1,000 gallons
20,001 – 25,000 gallons.....\$9.30 per 1,000 gallons
Over 25,000 gallons..... \$9.80 per 1,000 gallons

Other Fees:

Return Check Fee\$ 30.00
Late Fee \$ 20.00
Reconnect Fee\$ 50.00 during business hours/\$100.00 after business hours
Meter Tampering (per incident)\$250.00 (minimum)
Customer Service Inspection\$ 50.00
Backflow Prevention Inspection (per device) ...\$ 50.00

Forms of Payment Accepted:

Check, cash, money order, ACH (form attached to this packet), Credit Card (see fee rates below) and online. We also provide e-bills through email and text but requires you signing up for service through our website. You will need your 8-digit account number for access to our website. To pay by phone, please call (972) 665-6278.

Credit Card Fees:

Card used in office: No charge

Card used online: \$2.75 charge



Dear Customer:

Ref: **CROSS CONNECTION INSPECTION (CSI)** (Required for all meters)

BACKFLOW PREVENTION INSPECTION (BPAT) (Required for all meters that have a:

- Sprinkler System
- Swimming Pool
- Hot Tub
- Misc.
- Some Businesses

Nevada Special Utility District (NSUD) is responsible for protecting the drinking water supply from contamination or pollution which could result from improper private water distribution system construction or configuration.

Please have a Customer Service Inspection (CSI) or Backflow Prevention Inspection (BPAT) inspection done within 30 days of your application for new service.

The customer is responsible to install a **RPZ** that will prevent back flow or contamination to the public water system from your internal system.

Enclosed is a list of Certified Customer Service Inspectors and Backflow Inspectors that have registered with us. We have reviewed the licenses of the inspectors on our list and have deemed them to be current as of June 2015. The inspector should have a certification card that demonstrates that they hold a current license.

The inspector should submit the official certified Customer Service Inspection Certificate and or Backflow Inspection Certificate within **THIRTY DAYS** of this notice. Our address is:

Nevada Special Utility District
108 N Warren Street
Nevada, TX 75173

ENFORCEMENT:

If a customer fails to comply, NSUD shall, at its option, 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 customer.

Thank You,
Nevada Special Utility District
(972)843-2608

BACKFLOW INSPECTOR LIST

Backflow Inspectors

Johnny Rudisill (staff member)
(972) 843-2608

David Martin
(972) 989-7621

Allen Ashberry
(972) 757-1280

Brian Nicholson
(469) 358-1477

Ricky L Shelton
(972) 240-0925

Jeremy Whitson
(214) 681-5554

Customer Service Inspector

Johnny Rudisill (staff member)
(972) 843-2608

David Martin
(972) 989-7621

Ken Lowe
(214) 957-4249

Electric Providers:

Oncor Electric Delivery – (888) 313-6862
TXU – (972) 791-2888
Farmers Electric Coop – (800) 541-2662

Phone Provider:

Frontier Communications – (855) 898-0903

Trash Collection:

Barnes Waste Disposal – (972) 396-1139
Robert's Trash Removal – (972) 736-2541

City of Nevada – (972) 853-0027

City of Royse City – (972) 524-4700

Internet

Shout Broadband – (214) 307-4688
Rise Broadband – (844) 411-7473
Wi-Five Broadband – (866) 804-9035
Lavon Web – (972) 843-1882

Septic

White Eagle – (903) 527-3730
AAA Septic – (972) 843-0135
Hopco Clearwater System (903) 885-9533

ACH Recurring Payment Authorization Form

Schedule your payment to be automatically deducted from your checking or savings account. Just complete, sign, and provide a blank check with the word VOID printed on it and this form to get started!

Please complete the information below:

I _____ (full name) authorize Nevada Special Utility District to charge my bank account indicated below on the 15th of each month for payment of my water bill.

Billing Address _____

Phone# _____

City, State, Zip _____

Email _____

NSUD Acct # _____

Account Type: Checking Savings

Name on Acct _____

Bank Name _____

Account Number _____

Bank Routing # _____

Bank City/State _____



“VOID” Check must be attached

SIGNATURE _____

DATE _____

I understand that this authorization will remain in effect until I cancel it in writing, and I agree to notify Nevada Special Utility District in writing of any changes in my account information or termination of this authorization at least 15 days prior to the next billing date. **If the above noted periodic payment dates fall on a weekend or holiday, I understand that the payment may be executed on the prior business day.** I understand that because this is an electronic transaction, these funds may be withdrawn from my account as soon as the above noted periodic transaction dates. In the case of an ACH Transaction being rejected for Non-Sufficient Funds (NSF) I understand that Nevada Special Utility District may at its discretion attempt to process the charge again within 30 days, and agree to an additional \$30.00 charge for each attempt returned NSF which will be initiated as a separate transaction from the authorized recurring payment. I acknowledge that the origination of ACH transactions to my account must comply with the provisions of U.S. law. I agree not to dispute this recurring billing with my bank so long as the transactions correspond to the terms indicated in this authorization form.

CANCELLATION OF ACH DRAFT

SIGNATURE _____

DATE _____

The following pages
must be returned to
Nevada Special Utility District

NSUD (11/1/15)

NEVADA SPECIAL UTILITY DISTRICT SERVICE APPLICATION AND AGREEMENT

<u>DISTRICT USE ONLY</u>	
Account Number:	_____
Date Approved:	_____
Owner _____	Renter _____
Service Inspection Date:	_____
Service Classification:	_____
Cost:	_____
Eng. Update:	_____

Please Print:

DATE _____

APPLICANT'S NAME _____

CO-APPLICANT'S NAME _____

SERVICE ADDRESS: _____

BILLING ADDRESS: _____

PHONE NUMBER – Home/Cell (_____) _____ - _____ Work/Cell (_____) _____ - _____

EMAIL: _____

PROOF OF OWNERSHIP/RENTAL AGREEMENT PROVIDED BY _____

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

ACREAGE _____

HOUSE SQUARE FOOTAGE _____

NUMBER IN FAMILY _____

LIVESTOCK & NUMBER _____

SPECIAL SERVICE NEEDS OF APPLICANT _____

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

The following information is requested by the Federal Government in order to monitor compliance with Federal laws prohibiting discrimination against applicants seeking to participate in this program. You are not required to furnish this information, but are encouraged to do so. This information will not be used in evaluating your application or to discriminate against you in any way. However, if you choose not to furnish it, we are required to note the race/national origin of individual applicants on the basis of visual observation or surname.

- | | | | | | | | |
|---|---|---|-----------------------------------|---|---|-------------------------------|---------------------------------|
| <input type="checkbox"/> White, Not of
Hispanic Origin | <input type="checkbox"/> Black, Not of
Hispanic Origin | <input type="checkbox"/> American Indian or
Alaskan Native | <input type="checkbox"/> Hispanic | <input type="checkbox"/> Asian or
Pacific Islander | <input type="checkbox"/> Other
(Specify) | <input type="checkbox"/> Male | <input type="checkbox"/> Female |
|---|---|---|-----------------------------------|---|---|-------------------------------|---------------------------------|

AGREEMENT made this _____ day of _____, _____, between Nevada Special Utility District (a district organized under the laws of the State of Texas (hereinafter called the District) and _____ (hereinafter called the Applicant and/or Customer),

Witnesseth:

The District shall sell and deliver water and/or wastewater service to the Applicant and the Applicant shall purchase, receive, and/or reserve service from the District in accordance with the Bylaws and Rate Order of the District as amended from time to time by the Board of Directors of the District. Upon compliance with said policies, including payment of a Deposit Fee, the Applicant qualifies as a new applicant and thereby may hereinafter be called a Customer.

The Customer shall pay the District for service hereunder as determined by the District's Rate Order and upon the terms and conditions set forth therein, a copy of which has been provided as an information packet, for which Applicant 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 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. At any time service is discontinued, terminated or suspended, the District 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 and/or wastewater system loan project contemplated with the Rural Development, an Applicant shall pay an Indication of Interest Fee in lieu of a Deposit 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 District's policies, shall further qualify as a Customer and the Indication of Interest Fee shall then be converted by the District to a Deposit Fee. Applicant further agrees to pay, upon becoming a Customer, the monthly charges for such service as prescribed in the District's Rate Order. Any breach of this agreement shall give cause for the District to liquidate, as damages, the fees previously paid as an indication of interest. In addition to any Indication of Interest Fees forfeited, the District may assess a lump sum of \$300.00 as liquidated damages to defray any losses incurred by the District. If delivery of service to said location is deemed infeasible by the District as a part of this project, the Applicant shall be denied service in the District 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 District's policies. For the purposes of this agreement, an Indication of Interest Fee shall be of an amount equal to the District's Deposit Fees.

All water shall be metered by meters to be furnished and installed by the District. The meter and/or wastewater connection is for the sole use of the customer and is to provide service to only one (1) dwelling or one (1) business. Extension of pipe(s) 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.

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 its property and equipment located upon Customer'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 District shall have the right to remove any of its equipment from the Customer's property. The Customer shall install, at their own expense, any necessary service lines from the District'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 District. The District shall also have access to the Customer's property for the purpose of inspecting for possible cross-connections, potential contamination hazards, illegal lead materials, and any other violations or possible violations of state and federal statutes and regulations relating to the federal Safe Drinking Water Act or Chapter 341 of the Texas Health & Safety Code or and the District's Rate Order and service policies.

The District is responsible for protecting the drinking water supply from contamination or pollution which could result from improper practices. This service agreement serves as notice to each customer of the restrictions which are in place to provide this protection. The District shall enforce these restrictions to ensure the public health and welfare. The following undesirable 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 regulations.
- 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 which provides water for human consumption.
- e. No solder or flux which contains more than 0.2 % lead may be used for the installation or repair plumbing on or after July 1, 1988, at any connection which provides water for human consumption.

The District shall maintain a copy of this agreement as long as the Customer and/or premises is connected to the public water system. The Customer shall allow their property to be inspected for possible cross-connections, potential contamination hazards, and illegal lead materials. These inspections shall be conducted by the District or its designated agent prior to initiating service and periodically thereafter. The inspections shall be conducted during the District's normal business hours.

The District shall notify the Customer in writing of any cross-connections or other undesirable practices which have been identified during the initial or subsequent inspection. The Customer shall immediately correct any undesirable practice on their premises. The Customer shall, at their expense, properly install, test, and maintain any backflow prevention device required by the District. Copies of all testing and maintenance records shall be provided to the District as required. Failure to comply with the terms of this service agreement shall cause the District 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 Customer.

In the event the total water supply is insufficient to meet all 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 Rate Order. By execution of this agreement, the Applicant hereby shall comply with the terms of said program.

By execution hereof, the Applicant 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 Customer/users of the District, normal failures of the system, or other events beyond the District's control.

The Applicant shall grant to the District permanent recorded easement(s) dedicated to the District for the purpose of providing reasonable rights of access and use to allow the District to construct, maintain, replace, upgrade, parallel, inspect, test and operate any facilities necessary to serve that Applicant as well as the District's purposes in providing system wide service for existing or future customers.

By execution hereof, the Applicant shall guarantee payment of all other rates, fees, and charges due on the account for which said Applicant has a Deposit. Said guarantee shall pledge any and all Deposit Fees against any balance due the District. Liquidation of said Deposit Fees shall give rise to discontinuance of service under the terms and conditions of the District's Rate Order.

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 District.

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 District's Rate Order.

Approved

Applicant Member

Date Approved

Co-Applicant Member

PRIVACY ACT

YOU CAN REQUEST THAT PERSONAL INFORMATION CONTAINED IN OUR UTILITY RECORDS NOT BE RELEASED TO UNAUTHORIZED PERSONS.

The Texas Legislature enacted a bill, effective September 1, 1993, allowing non-profit water supply corporations to give their customers the option of making the customer's address, telephone number, and social security number confidential.

This is an optional service. Should you wish to not have your utility records released to unauthorized persons, please complete this form and return to our business office.

We must still provide this information, by law, to certain officials. They are as follows, but not limited to:

1. An official or employee of the State or a political subdivision of the State, or a representative of the federal government, acting in an official capacity.
2. An employee of the 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 of personal information.
6. Another entity that provides water, wastewater, sewer, gas, garbage, electricity, or drainage service for compensation.

We do not share account information except as stated above.

I REQUEST THE PRIVACY ACT BE INSTATED ON MY ACCOUNT.

DATE: _____ ACCOUNT #: _____

NAME: _____

TELEPHONE: _____

SERVICE ADDRESS: _____

SIGNATURE: _____