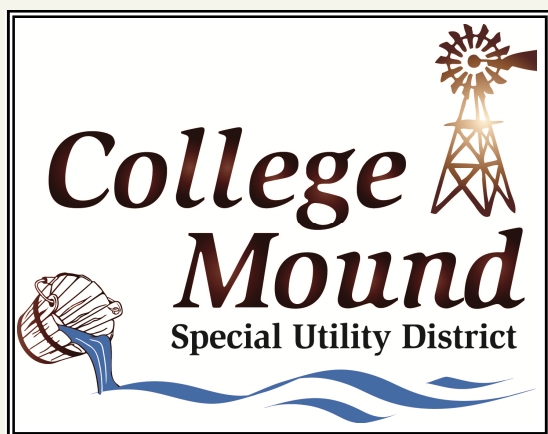


**July 2014**



**July 1, 2014 we will begin operating as a  
Special Utility District.**

The District Service Policy adopted by the Board of Directors June 24, 2014 is available in PDF on our web- site.

**Attention property owners with tenants....**

In the past, as a property owner, you have been required to hold a membership for water service to the property and ultimately be responsible for all water bills for the property. With conversion to a Special Utility District, the policies have changed. If you are a property owner and have a tenant, the membership fee you originally paid, (\$50, \$100, or \$250 depending on when you purchased the membership), which is now converted to a deposit, will be refunded to you and your tenant is required to complete an application and pay a deposit. They will become totally responsible for the water bills for that property instead of you. Along with their application, they will need to provide us with a copy of a current lease agreement from you showing they have your permission to live on the premises. The tenant deposit is \$375 and is refundable to them after a final bill has been paid upon discontinuance of their service. In an effort to expedite this transition, if we have at least a twelve month history of the tenant currently living on the premises **AND** the account has not received a penalty for late payments in the past twelve months, the deposit will be \$250 if application for service is made **before September 1, 2014**. Beginning September 1, 2014, all accounts that have an alternate billing attached to them will convert to the property owners' name but will continue to be billed to the address currently listed as the billing address. If the property owner wishes to receive notifications of service termination for non-payment, the property owner is required to complete a Notice of Service Termination form and there will be a \$5 administrative fee for each notification. The administrative fee will be added to the current bill.

As a **property owner**, you have the option to continue to be the responsible party for the bills for your property. The bill will remain in your name and you can have the bill mailed to the property address or you can have the bill mailed directly to you. You also have the option to receive a separate notification of possible service termination. If you choose to have a service termination notice mailed directly to you, you will need to complete a Notice of Service Termination form. For each notice you receive, there will be a \$5 administrative fee added to the current bill.

**New Tenants** will be required to make application for service, pay a deposit of \$375 and a Re-Service Fee of \$105, provided a meter is on the premises.

**Property owners who are selling their property AND** the current buyer has a deed for the property that is recorded at the Kaufman County Courthouse, should immediately request a refund of your deposit and the buyer should immediately make application for service. As the current person holding the deposit, it will be at your discretion to have the deposit refunded to you or transfer the deposit to the buyer. In an effort to expedite this transition, **IF new application is made by the buyer before September 1, 2014**, the buyer will be allowed to pay the same deposit that is currently on the account; however, if application is not made by the buyer before September 1, 2014 the new deposit of \$250 must be paid in addition to a Re-Service Fee of \$105.

**Property owners who are living on the premises and are currently receiving water service**, do not need to do anything at this time. Your membership fee on account will automatically convert to a deposit and you will not experience any changes.

**All persons requesting service** are now required to complete an application for service, provide a copy of either a recorded deed as proof of ownership or a current lease agreement, and pay the appropriate Deposit and Service Fees.

All forms are available in PDF on our web-site [www.collegemoundwater.com](http://www.collegemoundwater.com)

**As the 9th and 10th of the month are extremely busy, we request you refrain from making application for service on these days. Thank you.**

**Customer cut-off valves** are required on all service lines. These valves should be installed approximately 2' outside the meter box. This valve should be used by you, the customer, to turn off your water if necessary for leaks and repairs on your service line. Several years ago, College Mound installed customer cut-off valves for the customers' convenience but have recently discovered a lot of customers have removed these valves if they began leaking and never replaced them. Using these valves to turn off your water will lessen the risk of damage to the Districts' meter and equipment. If you have removed the valve on your property or it was removed by someone prior to you, please install another cut-off valve for your use and convenience. All new services are required to have a customer cut-off valve installed prior to activation of water service.

**2013 Consumer Confidence Report** is available on our web-site and can be accessed at this link:

<http://collegemoundwater.com/2013CCR.pdf>

**Tampering with District equipment** is prohibited and has very harsh penalties. In addition to the Tampering and Diversion Penalties, fees for any damage to the Districts' equipment and fees to correct the damage, CMSUD does prosecute to the fullest extent allowed by the law, which could be felony charges and jail time. It's just not worth the risk, please do not intentionally tamper with District equipment with intent to reconnect a service, connect an illegal service, or intentionally damage equipment.



**Even with all the rain** we have been receiving lately, the lakes are still not full enough for NTMWD to remove the outside watering restrictions. Outside watering with irrigation systems and sprinklers is allowed once every two weeks between the hours of 6:00 pm to 10:00 am. Refilling or topping off of swimming pools should be done between the hours of 6:00 pm to 10:00 am. Drip irrigation systems and soaker hoses are recommended for watering trees, shrubs, flowerbeds, and foundations. Washing of vehicles requires a shut-off nozzle on the water hose.

More information is provided on our web site [www.collegemoundwater.com](http://www.collegemoundwater.com)

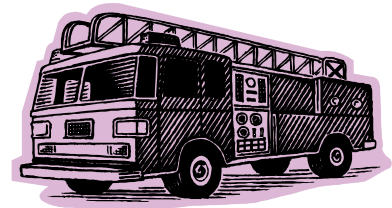


[www.facebook.com/CollegeMoundSpecialUtilityDistrict](http://www.facebook.com/CollegeMoundSpecialUtilityDistrict)

**Payments should now be made payable to**  
**College Mound Special Utility District**  
 or  
**College Mound SUD.**

**Help support our area Volunteer Fire Departments** by including a contribution to either College Mound VFD or Elmo VFD with your payment for your water bill. Mark your selection in the top right corner of your bill stub and return it with your contribution.

Stay up to date on county burn bans and other fire related information on the FaceBook page of College Mound Fire Department.



**Access to the water meter** on your property is still necessary even though the meters are read electronically. Periodically, we manually read meters to ensure the electronics are properly reading. When rain fills up the meter box, it sometimes causes the electronics not to read and a manual read is necessary. Please keep brush, grass, weeds, etc....cleared away from the meter on your property. Please don't park vehicles, equipment, or other items over or on top of the meter.

**Periodically we require access** to your property to make repairs or upgrades to our main water lines on your property. We attempt to notify property owners in advance but when a main line break needs immediate attention, we are not always able to allow time for a return call. Please update your information on our web site to make sure we have a day-time contact number on file for you.

We send out notifications of planned service disruptions via email and FaceBook. You can sign up for these on our web site and be sure to LIKE US on FaceBook.

[www.collegemoundwater.com](http://www.collegemoundwater.com)

[www.facebook.com/CollegeMoundSpecialUtilityDistrict](http://www.facebook.com/CollegeMoundSpecialUtilityDistrict)