

Gafford Chapel Water Supply Corporation

Policy Guidelines

Membership:

1. Cost of membership is \$300 per meter.
2. Cost of a new installation / tap fee is \$1700.
3. If the meter has been removed and must be replaced a \$100 service fee will be charged.
4. Member will pay extra installation costs to connect property water line to the main GCWSC water line.
5. Membership remains with the property if the property is sold and a new membership is not required of the new owner as long as the account is active and there is no outstanding balance due.
6. A service agreement must be signed before water will be provided to a member.
5. Membership fee is non-refundable.

Rental Property:

1. An owner / member may choose to have water bills for rental property sent to the owner or to the renter.
2. The owner is responsible for the bill if the renter moves off without paying the bill.
3. If the bill is put in the renter's name a \$100 deposit is required of the renter. This deposit can be applied to pay final bill when the renter moves or if the account is current the deposit will be refunded.
4. An account must be paid current before another new renter will be allowed to assume the account.
5. If an owner has more than one rental property and has the water turned off at any of the properties and the accounts become delinquent, all the accounts must be currently paid up before water will be turned on for any of the properties. All accounts must be current.

Payments:

1. Bills are printed and mailed on the 25th of each month for water used.
2. Payments are due by the 15th of the following month.
3. A late payment fee is assessed on accounts not paid by the 15th.
4. Payments can be made by money order, personal check, online banking checks generated by the member, or bank draft initiated by GCWSC.
5. Payments can be made through the postal service by mailing the payment to Post Office Box 1160, Sulphur Springs TX 75483-1160.
6. Payments can also be made in person either at the office at 211 Jefferson Street in Sulphur Springs by placing the payment in the door slot or at 254 County Road 4705 by placing the payment in the black collection box at the back door.
7. A fee of \$25 is assessed on payments returned by the bank regardless of the reason.

Termination of Service:

1. Any account that goes two months past due or has a past balance due of \$100 or more is subject to termination. A notification will be mailed allowing the member to bring the account current by the 10th of the next month.

2. A collection fee of \$20 will be assessed if the water system operator goes to the property to turn off the water and lock the meter and the owner/renter makes the payment to the operator at that time.
3. If the water system operator turns off the water a fee of \$50 will be assessed when the water is turned back on when full payment is made to bring the account current. If the request to turn the water back on is made after regular business hours the fee will be \$75.
4. An owner may ask GCWSC to turn off water and lock the meter if water is not needed. If the meter remains in and no water is used the minimum monthly bill will be due as usual.
5. If the owner requests that the meter be removed the membership is terminated.
6. The operator and Board of Directors can remove a meter and terminate membership for non-payment of water service, for vacated property, and for other serious membership problems related to water service.
7. Customers who are habitually late with payments, who are on the past-due list on a regular basis, or have more than one payment returned by the bank can be placed on a month-to-month service plan which can result in termination without notice if payment is not made by the 10th of the month.
8. If a lock owned by GCWSC is put on the meter and removed by anyone other than water supply personnel that destruction of property and theft of water will result in charges being filed.

Communication:

1. To report water leaks, low pressure, problems with service, or emergency situations -- calls should be directed to the operator at 903-439-5049 or Harold Bryant at 903-885-3523 or 903-243-3011 immediately.
2. To leave messages for the office staff or to report non-emergency type information -- calls should be directed to the office number at 903-885-6996 where an answering machine can record your message.
3. All customers should provide current mailing information for billing. Any bills returned for bad addresses may result in the customer's termination of service.

Water Rates:

1. Water rates are set by the Board of Directors and are subject to change. Customers will be notified of rate changes one month in advance if possible.
2. Current water rates are \$21.00 for minimum zero usage plus \$4.25 per 1000 gallons used.
3. Texas Commission on Environmental Quality (TCEQ) adds a fee for usage.

Annual Meeting:

The annual meeting is usually the second Tuesday in February at Gafford Chapel Church activity building, 6839 TX Hwy 11 West. Customers will be notified on their bills regarding the meeting. Business includes election of directors, financial reports, and other general business.

USDA is an equal opportunity provider and employer. If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form (PDF) found online at http://www.ascr.usda.gov/complaint_filing_cust.html or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, SW, Washington DC 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov.