

**DOG RIDGE WATER SUPPLY CORPORATION**

PO BOX 232 • 7480 FM 2410 • Belton, TX 76513

Office: (254) 939-6533

EMERGENCY AFTER HOURS (254) 721-2519

**Website:** www.dogridgewsc.com **Email:** dogridgewsc@yahoo.com**OFFICE USE ONLY**

Ac#

Service Address:

Dear Dog Ridge Water Supply Corporation Customer:

Welcome to the Dog Ridge Water Supply Corporation. We strive to provide you with quality water at a reasonable cost. Our water comes from Stillhouse Hollow Lake where it is pumped and processed by Central Texas Water Supply Corporation, our wholesale water supplier. Once it is in our system, we deliver it to your water meter.

Water meters are read once a month by our technicians. The amount of water that has gone through your meter for the preceding month is determined, a bill is printed and mailed to you by the last working day of the month. Payment of your water bill is due upon receipt but must be received on, or before the 15th day of the month. There is a **\$15.00** late charge for each bill paid after the 15<sup>th</sup>. When late bills are printed, it notates a “disconnect” day; if payment is not received by that day, the meter will be turned off and locked until the bill is paid. If a meter is turned off, there is a **\$75.00** reconnect fee added to the past due amount on the bill. We are fortunate that with over 1500 customers, we have very few who find themselves in this situation. By far, the majority of our customers pay their water bill on time.

**High bills are prevented** by being on the lookout for water leaks, drips or wet spots in your yard or where a water line might be located. You may notice water standing in a bar ditch, or a loss of water pressure, or simply a green spot where the surrounding grass and foliage appears to be dead and brown. Additionally, a leaking faucet or toilet can cost you hundreds of dollars in water cost. If water goes through your meter you are billed for it, whether you used it; or lost it because of a leak.

If you spot a water leak on your property or one of our main water lines, please call our **emergency number 254-721-2519**, any time (24 hours a day, 7 days a week). Our office can be contacted during normal business hours. Our staff will immediately respond. We will all benefit from finding the leak. Just like you, we must pay Central Texas Water Supply Corporation for water that goes through our meters.

Again, on behalf of the Board of Directors, the Management, Staff and Technicians, we welcome you to our system. If you have any question about rates, policies or the system itself, do not hesitate to contact our **office at (254) 939-6533**.

**Water is a precious commodity and we need to make every effort to conserve it.**

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**RENTER SERVICE INSPECTION AGREEMENT**

- I. **PURPOSE:** The Dog Ridge Water Supply Corporation 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 Dog Ridge Water Supply will begin service. In addition, when service to an existing connection has been suspended or terminated, the water system 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% 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 Dog Ridge Water Supply Corporation and \_\_\_\_\_ (the Customer(s)):
- Customer – Print Your Name (Not Renter)
- A. The Water System will maintain a copy of this agreement as long as the Customer and/or the premises 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 Systems normal business hours
  - C. The Water System shall notify the Customer in writing of any, cross-connection or other undesirable plumbing practice, i.e. active well, 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.
  - F. The Customer shall pay all expenses related to this inspection.
- IV. **ENFORCEMENT:** If the Customer fails to comply with the terms of the Service Agreement, the Water System 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.

**CUSTOMER SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

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**Renters Service Agreement**I, \_\_\_\_\_, do agree to assume **full** responsibility

Printed name of Owner (Not Renter)

for any unpaid or delinquent water bill the renter below does not pay. I fully understand that if I do not pay the unpaid bills, the meter will be disconnected and a reconnect fee plus all back bills would have to be paid before meter could be reconnected.

Bill to be sent to:

RENTER ☐OWNER ☐\_\_\_\_\_  
Printed Name of Renter\_\_\_\_\_  
Service Address\_\_\_\_\_  
City\_\_\_\_\_  
State\_\_\_\_\_  
Zip\_\_\_\_\_  
Telephone Number

**This is in compliance with the rules and regulations set up by the board of Directors of  
DOG RIDGE WATER SUPPLY CORPORATION.**

This agreement is effective on \_\_\_\_\_ for account \_\_\_\_\_.  
Date

\_\_\_\_\_  
Signature of Owner\_\_\_\_\_  
Mailing Address\_\_\_\_\_  
City\_\_\_\_\_  
State\_\_\_\_\_  
Zip\_\_\_\_\_  
Telephone Number