

**CITY OF ARLINGTON**  
**WATER UTILITIES OFFICE POLICIES**

**A. WATER DEPOSIT POLICY**

To open a new water account, water customers shall be required to make a cash deposit with the City of Arlington Water Utilities Customer Services Office. This deposit shall be held until a customer closes his account or discontinues service and requests a deposit refund. In some instances the deposit may be refunded at the discretion of the Water Utilities Customer Services Manager after 12 months of maintaining an excellent payment record. If the account has been paid in full at closing, including the final billing, the deposit shall be refunded in full. Should the account not be paid in full, the Water Utilities Office reserves the right to apply the deposit to the account balance and either refund the surplus deposit or bill the excess account balance.

The amount of deposit will be as follows:

1. **RESIDENTIAL CUSTOMERS** – This classification includes any single family dwelling units including townhouses and condominiums that are served by one meter. The following list of deposits is required of residential customers:

Builder: \$30.00 (Total to be refunded after 12 months if excellent payment record is maintained) or no deposit if excellent previous payment history on prior Arlington utility account(s).

Renter/Owner: \$80.00 (Total to be refunded after 12 months if excellent payment record is maintained) or no deposit if excellent previous payment history on prior Arlington utility account(s).

2. **MULTI-FAMILY UNITS** – This classification includes any account that has more than one dwelling unit being served by a single meter, such as apartment houses, mobile homes, duplexes, townhouses and condominiums. The required deposit is as follows:

Apartment Complex, Mobile Home Park,  
Town-House and Condominium: \$50.00 Per Unit.

Duplex: \$40.00 Per Unit (Total to be refunded after 12 months if excellent payment record is maintained) or no deposit if excellent previous payment history on prior Arlington utility account(s).

3. **COMMERCIAL** – This classification includes any account that is of a business nature such as restaurants, service stations, retail and wholesale businesses, motels, schools, colleges, and manufacturing concerns. These customers shall be required to make a deposit in an amount not to exceed double the estimated average monthly bill for said customers. The deposit is determined by three factors: size of water meter, type of business, and estimated monthly consumption. The minimum deposit is \$80.00.

**B. TAP AND METER FEES**

1. **NEW WATER SERVICE** – A charge shall be made by the Arlington Water Utilities department for each new tapping of the water mains for a connection, said charge to be determined by the size of the connection and the size of the meter.

A fee shall be charged, for cost of service based on current contract, for taps, and for furnishing and installing meters and boxes.

If a branch is requested with the tap installation, a branch charge of \$25.00 for each branch requested will be made in addition to the tap charge and the meter activation charges. A meter activation charge shall be made for each and every branch. An example of this computation is shown in Addendum “A”.

Where the water tap has been installed according to Standard Specifications by an approved water and sewer contractor, the following schedule shall determine the fee for furnishing the box and meter and installing the meter, said fee being payable in advance:

<u>Size of Existing Tap</u>	<u>Meter Activation Fee</u>
¾”	\$ 85.00
1”	\$129.00
1 ½”	\$317.00
2”	\$416.00

For branches on taps larger than two inches (2”), the actual cost of furnishing and installing the tap and meter shall be charged. This cost includes all labor, materials, and equipment necessary to make the tap, run the service line, and set the meter box.

For meters three inches (3”) and larger, refer to the current meter contract for applicable fees.

Prior to the commencement of construction activity, a water meter must be ordered and installed at the tap to be utilized for construction water. The only exception shall be the establishment of a service available account for residential construction.

2. **NEW SEWER SERVICE** – A charge shall be made by the Arlington Water Utilities Department for each sanitary sewer tap. The fees payable in advance are as follows:

<u>Size of Tap</u>	<u>Charge</u>
4”	\$3,252.00
6”	\$3,252.00

3. **FIRE LINE TAPS** – A charge shall be made by the Arlington Water Utilities department for each fire line tap. The fee which will be calculated at cost is payable in advance.

4. **RELOCATION OR REPAIR OF AN EXISTING WATER SERVICE** – The Arlington Water Utilities department does not provide these services. However, it reserves the right to inspect the work during or upon completion. The Arlington Water Utilities department will charge a customer for repair of a tap if Arlington Water Utilities department has had to terminate service for tampering with city services. The following charges are payable in advance to restore service.

<u>Size Of Existing Tap</u>	<u>Fee</u>
1" or smaller	\$125.00
1 ½" or larger	\$175.00

**TO CAP AN EXISTING SERVICE**

<u>Size of Meter</u>	<u>Charge</u>
¾" and 1"	\$125.00
1 ½" and above	\$175.00

Where the tap and meter exist and a customer desires to terminate the service and subsequently the account as well, a charge will be made by the Arlington Water Utilities department to terminate the service. The charge is payable in advance and the account will remain active and billing until the fee is paid.

<u>Size of Meter</u>	<u>Credit Allowed</u>
¾"	\$24.00
1"	\$45.00
1 ½"	\$124.00
2"	\$174.00

5. **CONSTRUCTION METER FEES AND DEPOSIT** – The schedule of fire hydrant water meter fees and deposit is as follows:

<u>Size</u>	<u>Activation Fee</u>	<u>Deposit Required</u>	<u>TOTAL</u>
3"	\$157.00	\$950.00	\$1,107.00

For construction meters that are in use for more than one month, a fixed fee of \$89.00 will be billed to the customer's account for every month that the construction meter remains checked out to that customer.

6. **NEW SEWER SERVICE** – A sewer activation fee shall be charged prior to any sewer tap being made. An activation fee shall apply for each tap of the main or for each water account having been established at the property site, whichever is greater. The sewer activation fee for new accounts and taps shall be as follows:

<u>Size</u>	<u>Fee</u>
All Services	\$15.00

Refer to current contract for applicable fees.

7. **SEWER LINE REPAIR** – A customer seeking repair for a structural failure on a sanitary sewer service line within the right of way or easement must provide

adequate documentation (such as plumber’s statement) of the location of the structural failure. Upon the City’s determination that structural repair and/or replacement is necessary, the City will repair and/or replace a customer’s sanitary sewer service line within public right-of-ways or public utility or sanitary sewer easement provided that the customer signs a maintenance agreement prior to the repair and/or renewal of the service lines.

8. **METER TESTING FEES** – The following fee schedule is for customer requested meter tests as outlined in Section 4.17 (b) of the Water Chapter of the City Code. The first test is free to the customer.

**METER TESTING FEE SCHEDULE**

<b><u>Size</u></b>	<b><u>Fee</u></b>
Meters 1” or smaller	\$ 91.00
1 ½” and 2”	\$188.00
3” and larger	Actual cost of work

**C. SERVICE CHARGES**

Should water service be discontinued or in some cases a service call be made for any reason provided for in Section 3.01 of the Water Chapter of the Arlington City Code or provided elsewhere therein, a field action service fee will be charged. If it becomes necessary to lock and/or remove a meter in order to ensure that the water service remains discontinued, the appropriate service charge fees will be added.

The following is a schedule of standard service charges:

1. Inactive account follow-up	\$ 51.00
2. Delinquent account follow-up	\$ 44.00
3. Pulled Meters up to 1”	\$ 93.00
4. Pulled Meters greater than 1”	\$378.00
5. Tampering with Public Water System <sup>1</sup>	\$250.00
6. After Hours	\$ 36.00
7. Returned Checks/Drafts	\$ 25.00
8. Non residential valve operation	\$168.00
9. Penalty for late payment	5% of current charges

<sup>1</sup> Tampering includes (but is not limited to) removed or broken locking devices, and altered or broken City water valves and meters. In addition to the minimum \$250.00 service charge fee, the Arlington Water Utilities Department may pursue prosecution of tampering with a public water system.

## OTHER CHARGES AND FEES:

DEDUCT ACCOUNT SET UP – A charge shall be made by the Arlington Water Utilities department for all administrative costs to set up a deduct account on or related to an already existing account.

All fees and charges not specified in these Water Office Policies shall be applied as established by resolution of the City Council.

### D. UNAUTHORIZED USE OF WATER OR WASTEWATER SERVICES

The use at any time of any device or pipe resulting in unauthorized and unmetered tapping of a water main or opening of a hydrant will subject the offending party to a minimum 100,000 gallon consumption charge per connection. Criminal charges related to theft of water utility service may also be filed dependent upon the circumstances and severity of the offense.

### E. NEW METER SETS

Before a new water meter is installed, the following conditions must be met:

1. All water and sewer contract work for new mains being tapped must have been completed and the work approved and accepted by the Arlington Water Utilities department. A final inspection by the Arlington Water Utilities department and/or Community Development and Planning department must have been conducted to assure the proper installation of service lines, connections, and meter boxes.
2. The water tap and yard line, or temporary construction line, must be located in the meter box and in accordance with the Standard Specifications for Water and Sewer Construction as published by the City of Arlington. If a temporary construction line is used, it must be at least ten feet (10') in length with a riser installed at the end.
3. Prior to setting the meter, the meter box must be at final grade or yard level and not covered or out of the ground. (It is the responsibility of the owner or builder to insure that the meter box is not damaged or covered over during construction.)
4. If a meter box or lid is broken or misplaced, it shall be the responsibility of the owner or builder to secure and replace a new box or lid. Replacement meter boxes and lids must be purchased from an independent supplier and must be an Arlington Water Utilities department approved meter box or lid.
5. A sign must be posted in the yard or on the house or building identifying the property by street address and lot and block designation.
6. All pro-rata fees (front footage), impact fees, water and sewer assessments, tap fees, and meter deposits must be paid in full before a new service will be provided.
7. Owners or builders will be charged a \$12.00 service fee per repeat service call for meter sets, provided that the initial and subsequent calls for service were clearly denied due to the failure of the builder or contractor to meet standard

specifications requirements. The repeat call charge shall not be applied for the initial call or for the last call for which approval of the meter set is made.

8. Water usage by owners or builders prior to having a meter set shall be limited by restrictions applicable to “service available” accounts. Service available accounts must be established through the Customer Services Division. Water must only be used for work directly related to residential construction on the property in question. Sprinkling or other heavy water usage activities are expressly prohibited as is the use of water for other nearby construction sites or projects.
9. It shall be the responsibility of the owner or builder to pay all fees for water service until such time that the account is transferred to a new owner.

Failure to make payments by the due dates may necessitate action by the Arlington Water department which would stop all meter set activity for the owner or builder.

#### F. SUBMETERING

Submetering of apartment complexes, condominiums, and mobile home parks, by the owner is allowed in accordance with Texas Law (Texas Water Code) for the purpose of fairly allocating the cost of each individual dwelling unit for water and wastewater services. All other submetering shall be in accordance with this section. All owners submetering shall keep accurate and adequate records regarding submetering and that they make such records available for the Arlington Water Utilities department’s review. The owner shall not impose upon the tenant any extra charge over and above the cost charged by the Arlington Water Utilities department to the owner.

Submetering, other than that mentioned above shall require the execution of an appropriate agreement with the City of Arlington Water Utilities department. After review and approval by the Arlington Water Utilities department of an owner’s written request to submeter a non-residential building site, the following restrictions and procedures shall apply to those facilities where the Arlington Water Utilities department will bill the submetered accounts. Where the submetered accounts are billed by the owner, the requirements of the first paragraph of this section shall govern.

1. The owner shall be required to pay the applicable meter and activation fee for each dwelling unit or space to be submetered. The City shall provide and install the meters.
2. The standard contract and ingress/egress easement documents shall be executed between the City of Arlington and the owner.
3. The owner shall provide to the City a drawing of the development outlining the location of each dwelling unit or lease space to be submetered. The Arlington Water Utilities department staff will investigate the current metering configuration to determine if the customer’s request can be accommodated with the existing system. Costs associated with modifications to the master metering station to effect accurate deduct credits shall be the responsibility of the owner.
4. All tenant spaces shall be metered and the owner shall retain a master metered account for the entire development. The monthly consumption metered on the master account in excess of the sum of the submeters shall be billed to the owner.

5. The tenants shall sign an agreement acknowledging their understanding that failure of the owner to make payment on balances due shall necessitate termination of service to the master account which will in effect terminate service to individual tenants.
6. All regulations applicable to standard meter sets shall be in effect. Additional regulations shall apply when necessary to protect service connections and meters located in traffic areas.
7. The City shall only assume responsibility for maintenance of water meters. All water lines, meter boxes, and service connections shall be maintained by the owner.
8. The owner shall at all times provide clear access to the water meters for reading and maintenance.
  - a) Meters shall be placed outside of any building or other enclosure unless an approved remote registration system is installed. Costs will be the owner's responsibility.
  - b) Actual placement of the meters and/or remote registers shall be determined in consultation with the Meter Services Division of the Arlington Water Utilities department.
9. Tenants shall be required to make application for water service, to make appropriate security deposits, and to make payment on their accounts monthly.
10. Submetered accounts can only be activated at selected times during the monthly billing cycles. The Customer Services Division of the Arlington Water Utilities department shall be responsible for coordinating the establishment of submetered accounts.
11. The Director of Water Utilities or the authorized designee, shall be authorized to execute submetering agreements.

#### G. PAYMENT APPLICATION

1. Payment will be applied to a current bill in the following order:
  - a. Deposit
  - b. Service Charge (if applicable)
  - c. Sewer
  - d. Water
  - e. Garbage
  - f. Drainage
  - g. Street maintenance
2. Payments will be applied to a bill with a previous balance in the following order:
  - a. Previous balance (excluding street maintenance)
  - b. Deposit
  - c. Service Charge (if applicable)
  - d. Sewer
  - e. Water

- f. Garbage
  - g. Previous Drainage
  - h. Previous Street Maintenance
  - i. Current Drainage
  - j. Current Street Maintenance
3. Payment application for an account having a credit balance shall be in the same order as a current bill.
  4. Payment application for multiple accounts will apply in the same sequence as mentioned above.

I. RESTORATION OF SERVICE

1. Checks may not be written for restoration of water service. Acceptable payment methods are cash, credit card, cashiers check or money order.
2. Payment methods accepted in the field for restoration shall be cash, cashiers check or money order only.

J. INSUFFICIENT FUND PAYMENTS

If a customer has made two payments during the preceding 12 billing cycles that have been returned for insufficient funds, the City may require the customer to pay in cash, by cashiers check, or by money order for up to 12 billing cycles. The customer's personal or business check, credit card payment, or electronic funds transfer as payment on the account may not be accepted.

K. LIENS

Upon request of the Director of Water Utilities the City Attorney's Office shall prepare a form lien for the securing of payment of delinquent charges as authorized by Article 402.0025 of the Texas Local Government Code, as amended, and the City of Arlington's Ordinance. The lien shall be executed by the Director of Water Utilities, approved as to form by the City Attorney, and filed in the deed or lien records of the county in which the property is located. Upon determination that all delinquent charges which existed against the property have been fully paid, a release of lien shall be prepared. The release of lien shall be executed by the Director of Water Utilities, approved as to form by the City Attorney, and filed in the deed or lien records of the county in which the property is located.

L. IDENTITY THEFT PROGRAM

The City of Arlington developed an Identity Theft Prevention Program ("Program") pursuant to the Federal Trade Commission's Red Flags Rule, which implements Section 114 of the Fair and Accurate Credit Transactions Act of 2003. 16 C. F. R. § 681.2. This Program was developed for the Utility Department of the City ("Utility") with oversight and approval by the designated senior management employee. After consideration of the size and complexity of the Utility's operations and account systems, and the nature and scope of the Utility's activities, it was determined that this Program was appropriate and was approved as the Program by the Director of Arlington Water Utilities on the 1<sup>st</sup> day of May, 2009. A copy of the Program shall be kept on file in the Arlington Water Utilities Office and is hereby incorporated herein, as amended, as if copied in entirety.

ADDENDUM "A"

Example of Meter Activation and Branch Charges

If two ¾" meters are branched from a 1" tap, the following charges would apply:

¾" Meter Activation Fee	=	\$85.00
¾" Meter Activation Fee	=	85.00
Branch Fee	=	25.00
Branch Fee	=	<u>25.00</u>
SUBTOTAL	=	\$220.00
1" Tap Fee*	=	<u>1,384.00</u>
TOTAL	=	\$1,604.00

\*The 1" Tap Fee is for illustration purposes only. Please contact the Arlington Water Utilities Department's Customer Services Office at 817-459-6803 for the current Council approved fee. Any other questions concerning these types of charges should also be directed to this office.