

**VILLAGE OF SAN LEANNA
WATER POLICY**

(As Amended at the August 20, 2015 Council Meeting)

The Village of San Leanna follows Texas Administrative Code #30, Chapter 291.

Water bills are mailed by the 5th of each month and are, by law, deemed delivered after mailing.

Payments are due in the Village office **on or before the 20th of the month** or a late fee will be assessed. To be sure you do not become delinquent, if you have not received your bill by the 10th of each month, you should call the office at (512) 280-3898 to obtain the amount of your payment.

A **ten percent (10%) penalty or \$5.00**, whichever is greater, is charged on any outstanding balance.

Customers receive a cut-off notice when they have **any past due balance**. Ten days after a notice is mailed, nonpaying customers will have service discontinued. No further contact will be made by the Village subsequent to service termination; however, said resident has the right to request a hearing before the Water Commissioner should there be a dispute concerning the information provided in the cut-off notice. Such request must be made within the ten-day period.

To restore service, customers must pay the entire balance of their current bill plus a **\$50.00** reconnection fee. In addition, any customers who have not previously paid an initial deposit of **\$100.00** will be required to do so at this time. All payments must be made during regular business hours (M-F, 8:00-5:00) and must be in the form of cash, money order, or cashier's check. In addition, payment by cash, money order, or cashier's check will be required for the next 12-month period.

A completed water service application, a **\$50.00** connection fee, and a **\$100.00** deposit are required to establish new water service. For rental properties, a completed water service application, a **\$50.00** connection fee, and a **\$100.00** deposit are required from both the property owner and the renter to establish new water service. The deposit received from the property owner will be held on account in order to maintain water service during periods when the property may be vacant. When water service is discontinued, any portion of the deposit remaining after outstanding bills are paid will be refunded to the customer within 30 days. The connection fee is non-refundable.

Customers whose checks are returned to the Village for insufficient funds must pay future water bills with cash, money order, or cashier's check for the next 12-month period. They will also be assessed a **\$25.00** handling charge for insufficient payment.

In the event that a customer's water meter cannot be read, the customer's usage for that month will be the average of the last twelve months of usage. "Estimate" will be written on the bill and the customer may either let the figure stand or call the Village Secretary within the same billing cycle with an actual reading. The meter that is being "**Estimated**" will be checked every 3 months by utility personnel.

For inquiries regarding account information or to leave a message for the Village of San Leanna Water Commissioner, please call the Village office at (512) 280-3898.