

# Myrtle Springs Water Supply Corporation

P. O. Box 99 Canton, TX 75103/821 VZCR 3202 Wills Point, TX 75169

903-865-8402

## Rates & Fees

### Most Common Rates & Fees Assessed:

**Minimum Monthly Base Fee Without Water Usage** (based on standard residential 3/4 x 5/8 meter) **\$51.60.**

<b>Water usage billed per 1000 gallons</b>	<b>0-</b>	<b>2,000 gallons</b>	<b>\$ 7.00</b> per thousand
Based on standard 3/4 x 5/8 meter	<b>2,001-</b>	<b>4,000 gallons</b>	<b>8.00</b>
	<b>4,001-</b>	<b>6,000 gallons</b>	<b>9.25</b>
	<b>6,001-</b>	<b>10,000 gallons</b>	<b>10.75</b>
	<b>10,001-</b>	<b>20,000 gallons</b>	<b>11.75</b>
	<b>20,001-</b>	<b>40,000 gallons</b>	<b>13.00</b>
	<b>40,001-</b>	<b>999,999 gallons</b>	<b>14.00</b>

**Late Fee** (if payment is received on or after the 11<sup>th</sup> of the month) **15.00**

**Service Trip Fee** **45.00**

A service trip fee is charged to members if water supply personnel must make a trip to a meter to perform services outside of the scope of normal job duties, such as, cutting a meter off to prevent pipes from freezing; to collect a past due bill; to repair damage to a meter caused by the member or the member's tenants/guests/family; or, *to cutoff a meter for nonpayment.*)

**Reconnect Fee** **45.00**

If a meter is cutoff for nonpayment of a bill, this fee must be paid *and* members are required to update their service agreement applications as well as meet any other requirements of the Corporation before service can be re-established.

### **Regulatory Assessment**

A charge assessed by the Texas Commission on Environmental Quality to regulate water supply entities. This charge is ½% of the **total monthly bill**, which includes minimum fee and water usage.

### Less Frequently Charged Fees include, but may not be limited to:

**Notification Fee** (to notify member or lien-holder of account payment status) **7.50**

**Returned Check Fee** **35.00**

**Customer History Report** **First 3 pages 0.50 per page thereafter** **2.00**

**Copy Service** (per page page) **.35**

### **Notary Service**

**For members ONLY**

**For non-members (per signature)**

**Free**

**Charged per State of Texas guidelines**

### **Postage Fees**

(Postage fees incurred by the Corporation for certified mail, registered mail, or other accountable mail). Fees charged will be based on actual fees incurred.

Revised January 2024

A **Customer Service Inspection** is required on:

- a) new service;
- b) established service where there is construction;
- c) established service that has been transferred from one member to another; or,
- d) any service on which a cross connection is suspected.

The member may elect to have Corporation personnel perform the inspection on **a, b, or c** for a **\$75.00 fee**; or, an independent contractor who sets his/her own fees may do the inspection in the time frame specified by the Corporation. In the case of a suspected cross connection, Corporation personnel will perform the inspection for a **\$75.00 fee, payable in advance**.

**Grievance Procedure (MSWSC Tariff, Section B.9)**

Any Member of the Corporation or individual demonstrating an interest under the policies of this Tariff in becoming a member of the Corporation shall have an opportunity to voice concerns or grievances to the Corporation by the following means and procedures:

- a) By presentation of concerns to the Corporation's Manager or authorized staff member. If not resolved to the satisfaction of the aggrieved party, then
- b) By presenting a letter to the Board of Directors stating the individual's grievance or concern and the desired result.
- c) The Board of Directors shall respond to the complaint by communicating the Board's decision in writing.
- d) Any charges or fees contested as a part of the complaint in review by the Corporation under this policy shall be suspended until a satisfactory and final decision has been made by the Board of Directors.

**Who to Call:**

<b>Myrtle Springs Water Supply Corporation:</b>	Office	903-865-8402
	After Hours for Emergency Only	903-865-8402
<b>Texas Commission on Environmental Quality (TCEQ)</b>		512-239-1000

**NOTE TO OUR MEMBERS:** Fees are set by the Myrtle Springs Water Supply Corporation Board of Directors. If you disagree with any issue, including the fees as set, you are invited to attend a Board of Directors Meeting, usually held at 5 p.m. the fourth Tuesday of each month in our offices located at 821 VZCR 3202, Wills Point, Texas. Please call at least a week prior to confirm the date.

At the beginning of each meeting, a time is set aside for members to voice their concerns and share their ideas. However, unless the topic the member is addressing is specifically stated on the posted agenda, the Directors may not take any action. To have a topic discussed at the meeting it **must** be added to the agenda. **To have a topic added to the agenda a written request must be received in the office at least one week prior to the meeting date.**

*Myrtle Springs WSC is an equal opportunity provider and employer.*