

SECTION B. **STATEMENTS**

1. ***Organization.*** The Johnson County Special Utility District is a Political Subdivision of the State of Texas organized under Chapters 49 of the Texas Water Code and Senate Bill 5, as passed by the 78th Legislature, Regular Session, of the State of Texas, for the purpose(s) of furnishing potable water service to Johnson County and portions of Hill, Ellis, and Tarrant Counties. The management of the District is controlled by the Board of Directors who is responsible for adopting the District Service Policy, rates, and regulations. The members of the Board of Directors are elected by the registered voters residing within the District's boundaries.
2. ***Non-Discrimination Policy.*** Service is provided to all Applicants who comply with the provisions of this Service Policy regardless of race, creed, color, national origin, gender, disability, or marital status.
3. ***Policy and Rule Application.*** These policies, rules, and regulations apply to the water (and/or sewer) services provided by the District. Failure on the part of the Customer or Applicant to observe these policies, rules and regulations gives the District the authority to deny or discontinue service according to the terms of this Policy.
4. ***Fire Protection Responsibility.*** The District is not the provider of record for fire protection to the community. Generally all hydrants or flush valves are installed for the benefit of water operation and maintenance of the system. However, hydrants may be used by authorized fire departments for fire suppression activities in accordance with the adopted District Rule on Fire Flow Residual. The District reserves the right to designate any hydrant as unavailable for fire suppression as determined by the District, at any time without notice. A black plastic bag placed over the hydrant indicates its temporary "out of service" status. Repairs may be outsourced or performed by in-house force and will be returned to service as soon as practical.
5. ***Liability.*** The District is not liable for damages caused by service interruptions, events beyond its control, and for normal system failures.
6. ***Information Disclosure.*** The records of the District shall be kept in the District's office in Cleburne, Texas. All information collected, assembled, or maintained by or for the District shall be disclosed to the public in accordance with the Texas Public Information Act. A reasonable charge as established pursuant to the Texas Public Information Act may be assessed to any person requesting copies of District records. An individual customer may request in writing that their address, telephone number, account record of water use or social security number be kept confidential. Such confidentiality does not prohibit the utility from disclosing this information to an official or employee of the state or a political subdivision of the state acting in an official capacity or an employee of the District acting in connection with the employee's duties.
7. ***Customer Notice Provision.*** The District will post written notice at the District office of a water or sewer rate change including a website publication, and notice on the monthly bill of a rate change at least thirty (30) days prior to the effective date of the new rate. The notice shall contain the new rates and the effective date. Failure of the District to give the notice shall not invalidate the effective date of the change, the amount of the newly adopted rate nor any charge incurred based on the new rate.

8. ***Customer Service Inspections.*** The District requires that a Customer Service Inspection certification be completed prior to providing permanent water service to: 1) new construction, 2) on any existing service when the District has reason to believe that cross-connections or other potential contaminant hazards exist, or 3) after any material improvement, correction, or addition to the private water distribution facilities. This inspection is limited to the identification and prevention of cross connections, potential contaminant hazards and illegal lead materials. (30 TAC 290.46(i-j))

9. ***Sub-metering Responsibility.*** Submetering and Non-Submetering by Master Metered Accounts may be allowed in the District's water distribution (or sewer collection) system. Master Metered Account customers are advised to comply with the Texas Commission on Environmental Quality Chapter 291 Subchapter H rules pertaining to Submetering. The District has no jurisdiction over or responsibility to the tenants. Tenants receiving water under a Master Metered Account are not considered customers of the District. Any interruption or impairment of water service to the tenants is the responsibility of the Master Metered Account Customer. Any complaints regarding submetering should be directed to the Texas Commission on Environmental Quality.