

RESIDENTIAL TERMS & CONDITIONS

Southlake Water Utilities is a full service utility operation providing water, sewer, drainage and refuse service to customers in Southlake and surrounding areas. The operation and delivery system maintenance is funded solely by usage charges and fees, much like an electric, natural gas or communications utility. The terms and conditions outlined below apply to all residential customers of the utility.

Responsibility of Customer

The account holder and co-account holder (if included in the original application or subsequent change documents) are both financially responsible for the utility account. Changes may be made by phone or in writing with a required password. Passwords are for the customer's protection. By applying for service with Southlake Utilities, each customer accepts responsibility for timely payment and compliance with these terms and conditions.

Service

Service connections are made Monday through Friday between 8:00am and 4:00pm. For same day connections, the application must be submitted before 12:00pm (noon). Accounts are billed and due monthly on the same day each month. Outstanding debt owed to the utility may result in connection delay.

Deed of ownership or lease agreement must be presented to Customer Service with the application submission. Connection will be delayed until the documentation is received.

Deposit

Each account requires a deposit, which will appear on the first bill (\$75 to \$1000 depending on meter size). A waiver may be granted for applicants with a recent Southlake residential account in good standing or by submitting a recent utility provider's letter of credit. The letter of credit must be received in our office within 14 days of the service start date.

Garbage and Recycling

Southlake Water Utilities does manage account set up and billing for residential garbage and recycling accounts. This service is included with your water account application. Each homeowner shall receive one (1) bin for recycling at no charge.

Rates

Southlake Water Utilities has a tiered rate structure. Tiered rates are designed to reward customers who use less water by charging the lower rates for water used in the lower tiers. The more water a customer uses, the higher the tier(s), resulting in higher charges for water use. Pass through rate adjustments from the City of Fort Worth, the Trinity River Authority and Republic Services will be passed on to the customer. Southlake Water Utilities obtains wholesale water, sewer treatment and garbage services from these agencies.

Changes

Changes to a customer account may be made by completing the appropriate form. Service address, account holder name and password must match those on file in Customer Service to ensure timely completion of the account updates requested.

When disconnecting service, the customer must request a final read during normal business hours, Monday through Friday, 8:00 am to 5:00 pm, excluding [holidays](#). Customer Service will request a forwarding address for final bills, deposit refunds, and other important correspondence.

Paperless Billing

When enrolling in paperless billing, the customer authorizes Southlake Water Utilities to send the monthly bill via e-mail in lieu of a paper bill. In the event of technical difficulties, the account holder is responsible for contacting Customer Service to ensure the bill is paid by the due date. Depending on the timing of the request, it may take up to 2 weeks to become effective.

Adjustments

Penalty Waiver Adjustment: There is a maximum of one (1) courtesy penalty waiver per rolling twelve (12) month period.

Leak Adjustment: Leak adjustments are for residential customers only and are applicable once per rolling twelve (12) month period, with a maximum consideration of two bills adjusted. Customers must have a registered Eye On Water account and the water account(s) must remain in good standing while awaiting a decision on the adjustment request. Supporting documentation such as invoice(s), receipt(s), etc. is required, within a 90 day timeframe from the leak. Swimming pool cleaning or filling is ineligible for adjustment. A request for leak adjustment may take significantly longer to process as bills subsequent to the leak repair may be considered when determining the amount of the adjustment.

Winter Averaging

Residential accounts are eligible for sewer averaging. The months of November, December and January are used to average the account holder's water usage each year. This average is applied to the sewer rate for the following 9 months for that account. The resident must have been a customer in that property during the averaging period to receive an averaged sewer bill. Residential sewer consumption is capped at 10,000 gallons.

Delinquent Accounts

The account due date is reflected on the utility bill and is due by 5:00pm on that day. Payments made after this time are subject to a 10% penalty on the outstanding balance. Continued failure to pay may result in service disconnection. If service has been disconnected for non-payment, the customer is required to pay any outstanding balance in full and contact Customer Service to schedule a reconnection. If paid prior to 5pm, Customer Service will schedule a reconnection that same day. If paid after 5pm the reconnection will be scheduled the next following business day.

Payments

Payments are due and payable by the due date stated on the customer monthly bill. Due dates are on the 5th and 20th of each month depending on the billing cycle assigned to the account. Penalties are assessed on payments submitted after the due date at 10% of the outstanding balance.

EFTs

Electronic Funds Transfer is a free service that automatically drafts payment from a customer's bank account on the bill due date. A customer who submits a completed Bank Draft Form authorizes Southlake Utilities to begin EFT/bank draft service from the bank account information submitted on the form and the utility bill to be received electronically. This authorization shall remain in full force and effect until Southlake Utilities receives notification from the customer to either change or cancel the EFT/bank draft. When cancelling bank draft service, the customer accepts responsibility to ensure that payment of the utility bill arrives by the due date. If an EFT is returned by the customer bank for any reason, the EFT will be immediately cancelled. The customer may be subject to penalties as a result. The customer shall be responsible for making other payment arrangements. Service accounts with returns for NSF, Account Closed, Account Frozen, etc. shall be assessed a \$35 processing fee. Customers with multiple returned items will be placed on a permanent *Cash Only* basis for payments.

Online

Online payments are available 24 hours a day, 7 days a week with Citizen Self Service using credit card, debit card or e-check. Payments entered prior to 12:00am are processed the next business day, Payments entered after 12:00am are processed within two (2) business days.