

COMMERCIAL 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 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. This is 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, lease agreement or legal business documents must be presented to Customer Service with the application submission. Connection will be delayed until the documentation is received. 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 time. Delinquent account payments made online require a payment confirmation number when contacting Customer Service.

Deposit

Each account requires a deposit, which will appear on the first bill. Commercial account deposits are assessed on the first month's bill and are based upon the size of the meter located at the property. Fire Hydrant meter deposits must be paid at time of application. A separate deposit is required for each meter. Deposits shall be returned upon return of non-damaged fire hydrant meter and will be applied to the final bill.

Fire Hydrant Meters

Account holders must agree to and initial acceptance of the Construction Meter and Hydrant Guidelines upon submitting application and deposit.

Garbage and Recycling

The utility **does not** manage account set up and billing for commercial garbage and recycling accounts. Commercial accounts contract directly with Republic Waste Services (817-317-2424).

Rates

Southlake 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. Rates are structured based upon the size of the meter that is located at the property.

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.

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 payment is made prior to 5pm, Customer Service will schedule a reconnection that same day. If payment is made after 5pm, Customer Service will schedule a reconnection on the next 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. 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 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.

*These terms and conditions are subject to change. Every effort is made to inform customers about changes herein. The customer is responsible for compliance with all terms and conditions.