

TRAVIS COUNTY MUNICIPAL UTILITY DISTRICT NO. 10

AMENDED RATE ORDER
(Effective July 3, 2018)

WHEREAS, Travis County Municipal Utility District No. 10 (formerly known as Point Venture II Municipal Utility District, of Travis County, Texas) (the "District") operates a water, sewer and storm drainage system to provide service to residential and commercial establishments within the District (the "System"); and

WHEREAS, it is necessary that fees, charges, and conditions be established for service from the District's System; and

WHEREAS, the District has been asked by the State Legislature to adopt and implement a program of water conservation aimed at reducing the consumption of water, reducing the loss or waste of water and improving efficiency in the use of water; and

WHEREAS it is the District's intent to establish rates for service from the District's System that will encourage sound management of the District's water usage and conservation practices by Users within the District; and

WHEREAS the escalating rates for increased water usage herein adopted by the District are intended to promote conservation and efficient management of the District's water resources; Now, Therefore,

BE IT ORDERED BY THE BOARD OF DIRECTORS OF TRAVIS COUNTY MUNICIPAL UTILITY DISTRICT No. 10, THAT:

Section 1: Definitions. The following words or phrases shall have the meanings indicated below:

- A. "Single Family Residential User" - means a user of the District's System that consists of one residence designed for use and occupancy by a single family unit.
- B. "Non-Single Family Residential User" - means any User of the District's water and sewer system other than a Single Family Residential User including, but not limited to, commercial establishments, apartments, churches, schools, recreational facilities, clubs and multi-family units.
- C. "Commercial User" means any user of the District's System other than a single family residential user, a multi-family unit, or an institutional user, including, but not limited to, commercial establishments, recreational facilities, or clubs.

- D. "Multi-Family Unit" means a residential structure designed for use and occupancy by more than one single family unit.
- E. "Non-Taxable User" - means any user of the District's water and sewer system other than a Single Family Residential User, a Multi-Family User or a Non-Single Family Residential User that is exempt from ad valorem taxation by the District under the Property Tax Code, including, but not limited to, schools and churches.
- F. "Owners Association" - means an association that is a non-profit organization organized for the purpose of representing the interests of single family and/or multi-family users within the District.
- G. "Non-District User" - means any user of the District's System located outside the boundaries of the District. At the sole discretion of the District, water, sewer and grinder pump service may be provided to Non-District Users.

Section 2: Tap and Inspection Fees.

The sewer tap fee shall be \$1,500 per living unit equivalent ("LUE") or per connection, as determined by the District, for all single-family residential users, Non-Single Family Residential Users, Multi-Family Users, Non-Taxable Users, and Non-District Users.

- A. Single Family Residential Users. Prior to connection to the District's System, a tap fee as set forth herein shall be paid to the District to cover the cost of making said connection and the cost of providing the water meter as follows: i) 5/8 inch water meter, the tap fee shall be \$1,500.00; ii) 3/4 inch water meter, the tap fee shall be \$2,000.00; iii) one inch water meter the tap fee shall be \$2,750.00; iv) 1 1/2 inch water meter tap fee shall be \$4,000.00; v) two inch water meter tap fee shall be \$5,500.00; In the case of a water meter larger than two inches, the tap fee shall be determined by the District.
- B. Grinder Pump Fee. Prior to connection to the District's System, a grinder pump fee as set forth herein shall be paid to the District to cover the cost of the purchase and installation of the Grinder Pump. In the case of a maximum pump horsepower capacity of 7HP with a tank dimension of 4-foot in diameter and 4-foot in depth, the grinder pump fee shall be \$4,000.
- C. Non-Single Family Residential Users. Prior to connection to the District's water system a tap fee shall be paid to the District equal to three (3) times the District's actual cost of installing the tap, meter, and necessary service lines, and repairing or restoring any yards, sidewalks, streets, landscaping, concrete or other improvements, affected by the installation shall be paid to the District (the "Installation Costs"). The District's operator will notify the User of the Installation Costs.

- D. Multi-Family User. Prior to connection to the District's water system, a tap fee equal to three (3) times the District's actual cost of installing the tap, meter, and necessary service lines, and repairing or restoring any yards, sidewalks, streets, landscaping, concrete or other improvements, affected by the installation shall be paid to the District (the "Installation Costs"). The District's operator will notify the User of the Installation Costs.
- E. Non-Taxable Users
- (1) Non-Taxable Users shall pay a tap fee equal to the District's actual cost of installing the tap, meter and any necessary service lines and the cost of repairing or restoring any yards, sidewalks, streets, landscaping, concrete or other improvements affected by the installation (as determined by the District's operator, together with the District's consultants) plus the District's actual cost of the facilities necessary to provide District services to the Non-Taxable User that are financed or to be fully or partially financed by the District's tax bonds (as determined by the District's consultants and approved by the Board of Directors) (the "Installation Costs").
 - (2) The District's operator, together with the District's consultants, will determine the Installation Costs, which will then be approved by the Board of Directors and be paid by to the User.
- F. Non-District User
- (1) Prior to connection to the District's water system, a tap fee equal to **two (2) times** the District's actual cost of installing the tap, meter, and necessary service lines, and repairing or restoring any yards, sidewalks, streets, landscaping, concrete or other improvements, affected by the installation shall be paid to the District (the "Installation Costs"). The District's operator will notify the Non-District User of the Installation Costs.
 - (2) The District's operator, together with the District's consultants, will determine the Installation Costs, which will then be approved by the Board of Directors and be paid by the Non-District User.
- G. Sewer Connection Inspection. All connections to the District's sewer systems shall be made in accordance with the District's Plumbing Code. All connections to the District's sewer system shall be inspected by a representative of the District prior to being covered in the ground. In the event a sewer connection is made and covered without inspection by a representative of the District, water service at such location shall be terminated. An inspection fee of \$50.00 per Single Family Residential

connection, \$75.00 per Non-Single Family Residential connection and \$75.00 per Non-Taxable connection shall be paid to the District. If a sewer connection fails the inspection, an additional inspection at the same rate is to be paid prior to re-inspection. Connections to the District's water system shall not be allowed prior to an approved sewer inspection, and all such connections shall be inspected by the District's operator or its subcontractor. A tap permit application/work order is attached as **Exhibit B**.

- H. Pre-Facility Inspection. All builders or contractors for property owners within the District must contact the operator, prior to starting any work on property within the District, to do an inspection to verify District facilities. If any District facility is either damaged or cannot be located, the operator will make necessary repairs or locate the facility and make it visible at the expense of the District. A copy of the inspection will be given to the builder's or contractor's representative. After the inspection and any necessary work is completed, the builder or contractor will then be responsible for paying the costs of all damages, adjustments, relocations and repairs found during the Final Site Survey. The cost for each inspection is \$25.00.
- I. Facility Inspection. After construction has been completed on the property, but before service is transferred to a User, the District's operator will conduct a Final Site Survey to reinspect the water tap, meter and all other District facilities on the property. (see fees in Section 15E). The fee shall be collected at the time the tap fee is paid. The property owner, builder or contractor will be held responsible for any damages or adjustments to District facilities and the cost of repairing, adjusting or relocating the facilities (the "Backcharges") before service shall be initiated to a User. If any re-inspections of the facilities are required to ensure that the District's facilities are repaired, relocated or adjusted, a fee of \$57.50 shall be charged for each such re-inspection before service will be transferred to a subsequent User. Payment of the Backcharges, or any inspection or re-inspection fees shall be made on or before the 30th day after the date of the invoice for said charges. The District may withhold the provision of service to the property or to other property owned by any User, property owner, builder or contractor who has failed to timely pay the Backcharges or any inspection or re-inspection fee, including specifically the provision of additional taps; provided, however, the District shall follow the notification procedures set forth in this Rate Order prior to withholding the provision of service.

Section 3: Platting and Permit Requirements.

- A. Permit Requirement. Before any connection is made to the District's System, the person requesting such connection shall provide to the District a copy of: (1) any necessary development or building permit from the County; or (2) a waiver for any development or building permit from the County.

- B. Platting Requirement. Prior to initially connecting to the District's System, a User shall submit to the District's operator proof that the User's property has been platted in accordance with the subdivision ordinances of the City of Lago Vista. Acceptable proof of platting includes a copy of the recorded plat, or a certificate from the City of Lago Vista that the property has been platted or that the property is legally exempt from the platting process.

Section 4: Regulatory Assessment. Pursuant to the Texas Water Code, each user of the District's water and sanitary sewer system is hereby assessed a charge of one-half of one percent of the District's charge for water and sewer service. This assessment is included in the rate schedules listed below and will be forwarded to the Texas Commission on Environmental Quality, as required by the Texas Water Code, and used to pay costs and expenses incurred in its regulation of water districts.

Section 5: Water, Sewer, Drainage and Grinder Pump Rates.

User Fees. After initial connection, each User within the District shall be charged for service on a monthly basis according to the volume of water used and in accordance with the following schedule:

SINGLE FAMILY RESIDENTIAL USER

<u>AMOUNT OF PAYMENT</u>	<u>WATER</u>
\$35.00	Minimum monthly charge per single family equivalent connection as determined by the District's engineer (includes first 10,000 gallons of usage)
\$2.75	Water rate per 1,000 gallons metered water for usage between 10,001 gallons and 20,000 gallons
\$3.00	Water rate per 1,000 gallons metered water for usage between 20,001 and 30,000 gallons
\$7.50	Water rate per 1,000 gallons metered water for usage between 30,001 and 59,999 gallons
\$10.00	Water rate per 1,000 gallons metered water for usage 60,000 gallons and over.

MULTI-FAMILY USER

AMOUNT OF
PAYMENT

\$35.00	Minimum monthly charge per multi-family residential user (includes first 10,000 gallons of usage)*
\$2.75	Water rate per 1,000 gallons metered water for usage between 10,001 gallons and 20,000 gallons
\$3.00	Water rate per 1,000 gallons metered water for usage between 20,001 and 30,000 gallons
\$7.50	Water rate per 1,000 gallons metered water for usage between 30,001 and 59,999 gallons
\$10.00	Water rate per 1,000 gallons metered water for usage 60,000 gallons and over.

Each water meter servicing the multi-family condominium units will be billed in accordance with Section 6C until such time as utility service is transferred to a buyer.

NON DISTRICT USER

At the sole discretion of the District, water service may be provided to Non-District Users, on a case by case basis and the rates will be determined at such time as service is granted.

NON DISTRICT USER- MARINA

Non-District User that is a marina shall be charged on a monthly basis for water service at (2) two times the rate charged to a Single-Family User within the District.

SEWER - ALL USERS

AMOUNT OF
PAYMENT

\$ 50.25	Sewer (flat rate) – each single family residential user
\$ 19.00	Sewer (flat rate) – each multi-family residential user (based on 70% living unit equivalency)

\$50.25	Sewer - Waterstone Owner's Association (effective June 1, 2013)
\$277.00	Sewer - Non-District Marina (effective July 3, 2018)
\$ 30.00	Grinder pump maintenance charge
	Grinder pump maintenance charge for all Non-District Users is two (2) times the charge for an In-District User.

DRAINAGE

\$200.00	Monthly drainage fee to the Waterstone Owner's Association for maintenance of the Waterstone retention ponds
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ADDITIONAL PAYMENT OPTIONS

Any User may pay the monthly water and sewer bill via the payment options provided through the District and its operator including, but not limited to, online check and credit card payments, check and credit card payments processed over the telephone. Certain other payment options are made available through service providers who may charge Users a convenience fee in connection with some payment options. Such convenience fees are the sole responsibility of the User and are separate from any amount owed by the User to the District. Non-payment of any such convenience fee shall subject the User to termination of service in accordance with this Amended Rate Order. If any User payment is refused or returned by the processing entity, the District will charge the User a return fee as specified in this Amended Rate Order. Acceptable payment methods for delinquent accounts may be restricted as specified elsewhere in this Amended Rate Order.

Section 6: Temporary Water Service In-District Users.

- A. The District's operator shall be authorized to make a temporary connection to any fire hydrant or flushing valve upon receipt of a written request for temporary water service. Such temporary service shall be supplied only through a District meter installed by the District's operator.
- B. The person applying for temporary water service shall be required to deposit \$250.00 with the District to secure the payment for water supplied by the District and the safe return of the District's meter. Upon receipt of full payment for temporary water used and return of the meter in good condition, the deposit will be returned; provided, however, any damage to the meter or unpaid balances will be paid from the deposit.

- C. The fee for temporary water service shall be \$50.00 for costs of installation of the meter, plus \$3.50 per 1,000 gallons of water delivered through the meter, plus a \$5.00 monthly administrative fee per meter.
- D. Temporary Water Service for Non-District Users.
 - (1) The District's operator shall be authorized to make a temporary connection to any fire hydrant or flushing valve upon receipt of a written request for temporary water service. Such temporary service shall be supplied only through a District meter installed by the District's operator.
 - (2) The person applying for temporary water service shall be required to deposit \$1,000.00 with the District's operator to secure the payment for water supplied by the District and the safe return of the District's meter. Upon receipt of full payment for temporary water used and return of the meter in good condition, the deposit will be returned; provided, however, any damage to the meter or unpaid balances will be paid from the deposit.
 - (3) The monthly fee for temporary water service shall be (2) two times the user rates as shown in Section 6C.

Section 7: Public Spaces. Water service will be provided to public esplanades, lakes, recreational areas or green spaces ("Public Spaces") within the District. In order to promote conservation of the District's water supply, however, Public Space users will pay an increased rate to be set by the District if the District determines that the Public Space user's water usage is excessive, inefficient, and/or wasteful. All such Public Spaces shall be required to have meters, which shall be installed by the District's operator. A user requesting a tap for Public Spaces shall pay a tap fee equal to the District's cost to install the tap and meter.

PUBLIC SPACE USER

1.00	Water rate per 1,000 gallons metered water.
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Section 8: Garbage Service.

Each Single Family Residential User and other Users shall receive monthly garbage service; exception is provided to single family property owners who were not receiving garbage service from Progressive Waste prior to January 1, 2009, and who notify the District by February 28, 2009, of their desire to opt-out of the service. Each Owners Association representing multi-family units shall receive garbage service for its members. The marina shall receive garbage service.

Section 9: Plumbing Material Restrictions. The use of the following plumbing materials is prohibited in any and all improvements connected to the District's water system after November 1, 1998:

- A. Any pipe or pipe fitting which contains more than 0.25% lead; and
- B. Any solder or flux which contains more than 0.2% lead.

Section 10: Surcharge for Service. In fairness to all Users of land within the District, and to honor its contractual obligations and commitments, the District has the right to monitor the use of water and the discharge of sewage to determine if Users are exceeding the amount of capacity committed to serve their land or buildings. As one method of enforcement, the District has determined to reserve the right to impose a surcharge on any User who uses water or discharges sewage in excess of the amount reserved to such User or tract. Accordingly, in addition to the other charges specified herein, the District has the right to impose an additional charge of \$0.05 per gallon of water used in excess of one hundred ten percent (110%) of the amount of capacity reserved to the tract by any utility commitment letter.

Section 11: Grease Trap Inspection. For each grease trap installed, there shall be charged a monthly flat rate inspection fee of \$35.00. If the operator is required to reinspect the grease trap, such reinspection shall be charged at the same \$35.00 rate.

Section 12: Swimming Pool Inspections and Fee. Every User who plans to construct or install a swimming pool within the District shall notify the District's operator in writing prior to commencing construction of the pool. Upon notification by the User of the intention to construct or install a swimming pool, the User shall pay an inspection fee of \$50.00. After the notification is received, the District's operator shall ensure that all drains from the swimming pool are connected to the District's sanitary sewer system. After the drains have been installed, the User shall notify the District's operator, who shall make an inspection of all swimming pool drains to verify that the proper connection is made, before service is authorized for said swimming pool.

Section 13: Sewer Regulations

A. Quality of Sewage.

- (1) Domestic Waste. Only ordinary liquid and water-carried waste from domestic activities that is amenable to biological treatment and that is discharged from sanitary conveniences of buildings connected to a public sanitary sewer system shall be discharged into the District's sanitary sewer lines. Waste resulting from any process of commerce or industry may not be discharged into the District's sanitary sewer lines except as authorized pursuant to subsection (2) below.
- (2) Commercial and Industrial Waste. All discharges other than waste described in subsection (1) are prohibited unless the user has applied

to and received written authorization from the District for such discharge. The applicant must file a statement with the District containing the following information:

- (a) Name and address of applicant;
- (b) Type of industry, business, activity, or other waste-creative process;
- (c) Quantity of waste to be discharged;
- (d) Typical analysis of the waste;
- (e) Type of pretreatment proposed; and
- (f) Such other information as the District may request in writing.

The District shall have the right to reject any application for discharge of non-domestic waste into the District's sanitary sewer lines if the District determines in its sole discretion that the proposed discharge may be harmful to the District's sanitary sewer system or the environment. The District also shall have the right in approving any application for the discharge of non-domestic waste to impose any limitations on such discharge that the District determines in its sole discretion to be necessary to protect the District's sanitary sewer system or the environment.

- (3) National Categorical Pretreatment Standard. If a user is subject to a national categorical pretreatment standard pursuant to regulations promulgated by the Environmental Protection Agency under Section 307 of the federal Clean Water Act, the user is prohibited from discharging pollutants into the District's sanitary sewer system in violation of applicable categorical pretreatment standards.
- (4) District Testing; Pretreatment. The District shall have the right to sample and test any user's discharge at the discretion of the District's operator, with no limit as to the frequency of the tests, and to charge the user for the District's cost of such sampling and testing. The District also shall have the right to require pretreatment, at the user's expense, of any discharge of non-domestic waste if the District determines in its sole discretion that pretreatment of such waste is necessary to protect the District's sanitary sewer system or the environment, even if pretreatment is not otherwise required pursuant to subsection (3) above.

B. Rules and Regulations Governing Water and Sanitary Sewer Lines and Connections.

C.

- (1) Service Lines

- (a) Service line is defined as the sewer line from the foundation of the house or commercial building to the sewer line owned by the District.
- (b) Only one service line connection to the District's sanitary sewage collection system is permitted for each residence or commercial building.
- (c) Only the following types of pipe and fitting materials are approved for constructing service lines. Pipe and fittings in each individual service line will be of identical material.
 - (i) Ductile iron (DI) pipe conforming to AWWA C-151, Class 53 with flanges being Class 125 as shown in ANSI/ASME B16.1 and with rubber joint material conforming to ANSI/ASME C150/A21.50 with polyethylene.
 - (ii) Polyethylene (PE) tubing, high density, high molecular weight conforming to ASTM D2737.
 - (iii) Polyvinyl chloride (PVC) non-pressure pipe conforming to D3034, SDR-35 with rubber joint material conforming to ASTM D3212.
- (d) Minimum sizes of gravity service lines shall be as follows:
 - (i) Residential -- 4 inches in diameter.
 - (ii) Commercial -- 6 inches in diameter.
- (e) Minimum grades for gravity service lines shall be as follows:
 - (i) 4 inch pipe -- one foot drop per hundred feet (1%).
 - (ii) 6 inch pipe -- eight and three-eighths inches drop per hundred feet (0.7%).
 - (iii) 8 inch pipe -- six inches drop per hundred feet (0.50%).
- (f) Maximum grades for gravity service lines shall be as follows:
 - (i) 4 inch pipe -- two and one-half feet drop per hundred feet (2.5%).
 - (ii) 6 inch pipe -- one and one-half feet drop per hundred feet (1.5%).
 - (iii) 8 inch pipe -- one foot drop per hundred feet (1%).

- (g) Minimum size for pressure service lines shall be as follows:
 - (i) Residential - 1.5 inches in diameter.
- (h) Construct service lines to true alignment and grade. Warped and sagging lines will not be permitted.
- (i) Sample wells are required for all non-residential service lines (multi-family service lines are exempt from the requirement for sample wells). The sample well shall be brought to the surface adjacent to the property line. The sample well shall be considered a "cleanout" when figuring spacing between cleanouts as described in Section 3 below.
- (j) All restaurants, school cafeterias, church cafeterias, and other facilities where food is served to the public shall have grease traps installed.
- (k) As a condition to the District agreeing to service the grinder pump, all new homes or other facilities served by a grinder pump shall have a wireless warning device installed inside the home or facility to notify the customer of a grinder pump malfunction. The District's operator will inspect this device before issuing the Connection Permit. This requirement is effective as of June 1, 2010.

(2) Connection of Building Sewer Outlet to Service Lines

- (a) Building tie-on connection will be made directly to the stub-out from the building plumbing at the foundation on all waste outlets.
- (b) Water-tight adapters of a type compatible with the materials being joined will be used at the point of connection of the service line to the building plumbing. No cement grout materials are permitted.
- (c) Existing "wye" and stack connections must be utilized for connection of the service line to the sewer main unless an exception is permitted by the District's operator.

(3) Fittings and Cleanouts, Sampling Wells, Grease Traps, and Lint Traps

- (a) No bends or turns at any point will be greater than 45 degrees.
- (b) Each horizontal service line will be provided with a cleanout at its upper terminal; and each such run of piping which is more

than ninety feet in length will be provided with a cleanout for each ninety feet or fraction thereof, in the length of such piping.

- (c) Each cleanout will be installed so that it opens in a direction opposite to the flow of the waste and, except in the case of "wye" branch and end-of-the-line cleanouts, cleanouts will be installed vertically above the flow line of the pipe.
- (d) Cleanout will be made with air-tight mechanical plug.
- (e) All commercial and industrial customers are required to install sampling wells in accordance with City of Round Rock standards and that are approved by the District's operator and engineer.
- (f) All commercial and industrial customers are required to install grease traps in accordance with City of Round Rock standards and that are approved by the District's operator and engineer. Said customers shall provide the District with a copy of an ongoing contract with a licensed hauler for regular, routine pumping and disposal prior to receiving service from the District and a copy of the cancelled checks evidencing payment for such regular pumping and disposal shall be provided to the operator of the District's facilities on a regular basis.
- (g) Any customer or owner that has a building or structure with commercial laundry facilities shall install and have in operation lint traps that are approved by the District's operator and engineer.

(4) Connection Permit

- (a) A Tap and Fee Application for Water and Sewer Service must be filed prior to construction of the service line and the connection fee should accompany this application. Application forms are available from the District's operating company as shown on **Exhibit "B"**. Additionally, a Service Agreement, as shown on **Exhibit "A,"** shall also be completed by the applicant at the same time. Construction must not begin until authorized by the District.
- (b) When the service line is complete, and prior to backfilling the pipe trench, the applicant for sewer service shall request an inspection of the installation. Requests for inspections shall be made to the District's operator twenty-four hours in advance of the inspection.

- (c) The physical connection to the District's sewer main will be made by use of an adapter of a type compatible with materials being joined. The connection shall be water-tight. No cement grout materials are permitted.
 - (d) Backfilling of service lines trench must be accomplished within twenty-four hours of inspection and approval. No debris will be permitted in the trench.
 - (e) A connection permit will be granted after inspection confirms that all requirements of these Rules and Regulations have been met.
- (5) Excluded Flow and Waste
- (a) No waste material which is not biologically degradable will be permitted to be discharged into the District's sewage facilities, including mud and debris accumulated during service line installation.
 - (b) The quality of sewage discharged into the District's system must meet all requirements set forth in the District's Rate Order or any other applicable regulations adopted by the District.
 - (c) No downspouts, yard or street drains, or gutters will be permitted to be connected into the District's sanitary sewer facilities.
 - (d) Swimming pool connections will not be made to the District's sewer system unless approved by the Board.
 - (e) The District reserves the right to sample and test any discharges at the discretion of the District's operator or engineer at any time, and to require pretreatment of the discharge at any time at the customer's sole expense based on the result of the discharge test, if it shows that the discharge is not in compliance with these Rules and Regulations, the District's Rate Order, or any other applicable regulations adopted by the District.

Section 14: Maintenance and Repair. It shall be the responsibility of each user to maintain the water and sewer lines from the point of connection to the District's System to the building served.

A. Homeowner Expenses Associated with Grinder Pump Failure

With respect to expenses associated with grinder pump failure, the District's liability shall be limited to repair or damages to equipment (not landscaping) from the grinder pump to the main line in the street and on to the wastewater treatment plant. The District will be responsible for the repair or replacement of the pump itself, unless there is proof of homeowner negligence. When pump damage is clearly due to homeowner negligence, e.g. – flushing inappropriate items or physical damage such as lawn mower damage, the homeowner will be liable for repair or replacement of the grinder pump system and the required labor. Expenses between the grinder pump system and the home are the responsibility of the homeowner. In the event of wastewater line blockage, the homeowner is expected to contact the operator and stop further wastewater use until the operator has responded. The homeowner is expected to realize that continued use will likely result in further damage to their home and/or property which would be the liability of the homeowner, not the District. The District operators' phone number, (512) 402-1990, is listed on the customer's monthly bill and is answered 24 hours a day.

Section 15: Plumbing Regulations, Prohibition against Cross-Connections and Unacceptable Plumbing Practices, Penalty for Violation. Pursuant to Chapter 290 of the Texas Administrative Code, the District adopts the following plumbing regulations, which apply to all users of the District's potable water distribution system.

- A. Service Agreements. Prior to receiving service from the District to new construction or to buildings containing new plumbing fixtures, or prior to having service reconnected to any building after termination of water service, a User must execute a Service Agreement in the form attached to this Rate Order as **Exhibit "A"**. The District will charge each User a one-time administrative fee of \$15.00 for the Service Agreement.
- B. Plumbing Fixtures. A User is not permitted to install any plumbing fixture which is not in compliance with a state approved plumbing code and the plumbing code, if any, required by the City of Lago Vista.
- C. Prohibition Against Water Contamination. No direct connection between the District's potable water distribution system and a potential source of contamination is permitted. Potential sources of contamination shall be isolated from the District's potable water distribution system by the installation of an air-gap or an appropriate backflow prevention device in accordance with state plumbing regulations. In addition, all pressure relief valves and thermal expansion devices must be in accordance with state plumbing codes and the plumbing code, if any, required by the City of Lago Vista.
- D. Backflow Prevention Assemblies. All sprinkler systems, spas and pools must have backflow prevention assemblies installed by the User at the User's sole cost and expense. In addition, the District, in its sole discretion, may require a non single family residential User to install a backflow prevention assembly

at any meter(s) servicing such a User's property. The District, in its sole discretion, also may require any User to install other backflow prevention assemblies at any fixture in order to prevent contamination of the District's potable water distribution system or if the User's plumbing system poses a high health hazard. A high health hazard is defined by the Texas Commission on Environmental Quality as a "cross-connection, potential cross-connection, or other situation involving any substance that could cause death, illness, spread of disease, or has a high probability of causing such effects if introduced into the potable drinking water supply." If the District determines that a User must install a backflow prevention assembly as a protection against a high health hazard, the backflow prevention assembly used must comply with a state approved plumbing code and the plumbing code, if any, required by the City of Lago Vista, and must be tested and certified at least annually by a recognized backflow prevention assembly tester. A list of certified backflow prevention assembly inspectors can be obtained from the local office of the Texas Commission on Environmental Quality.

The User is responsible for insuring that all backflow prevention assemblies are tested upon installation by a recognized backflow prevention assembly tester. If this test is performed by the District's operator or its subcontractor, the cost will be \$75.00, which is due and payable prior to the test. The User is solely responsible for the cost of this test. If the District requires the installation of a backflow prevention assembly in order to prevent a serious threat to the District's public water supply, then the District, in its sole discretion, may immediately terminate service to the User. In that event, service will not be restored until the backflow prevention assembly has been installed and tested and a signed and dated original of a "Backflow Prevention Assembly Test and Maintenance Report" in the form attached to this Rate Order as **Exhibit "C"** has been provided to the District's operator.

If the District determines that a backflow prevention assembly must be installed pursuant to this Rate Order for reasons other than to eliminate a serious threat to the District's public water system, the User must install the backflow prevention assembly within five (5) working days after receipt of notice from the District that such installation is required. In addition, the User must provide the District's operator with a signed and dated original of a "Backflow Prevention Assembly Test and Maintenance Report" in the form attached to this Rate Order as **Exhibit "C"** within three (3) working days of the installation of the backflow prevention assembly and within three (3) working days of any subsequent repair, maintenance or testing of such assembly. If the User fails to provide the testing certificate within this time, the District, in its discretion, may terminate service to the User pursuant to the terms of this Rate Order. The District's operator will retain such reports for a minimum of three (3) years.

E. Customer Service Inspections. A customer service inspection is required prior to the time the District (i) provides continuous water service to new construction, (ii) provides water service to private plumbing facilities that have been added to existing construction or materially improved or corrected, (iii) continues service to a User when the District has reason to believe that cross-connections or other unacceptable plumbing practices exist; and (iv) when a property is sold or transferred to a new owner. The cost of such customer service inspection will be the sole responsibility of the User. For Single Family Residential Users, a licensed plumber, a water supply protection specialist licensed by the Texas State Board of Plumbing, or a certified waterworks operator holding an endorsement from the Texas Commission on Environmental Quality may perform this customer service inspection. An inspection by a licensed plumber shall be \$75.00. For all other types of service, a water supply protection specialist licensed by the Texas State Board of Plumbing, or a certified waterworks operator holding an endorsement from the Texas Commission on Environmental Quality may perform the inspection. If this customer service inspection is performed by the District's operator, the cost will be \$57.50 for each inspection as follows for Single Family Residential Users:

- (a) plumbing rough; to be requested when drain waste, vents and supports are in place and tested prior to concrete placement; all pipes and fittings must be exposed for visual inspections; and
- (b) Copper or supply piping inspection; to be requested when all water supply lines are in place and protected; and
- (c) Plumbing inspection; to be requested when all pipes are in place, supports connected, vent takeoffs, roof flashings and boots, water heater location and trap arms are completed; and
- (d) Water yard line inspection; inspection of the open trench while under pressure; and
- (e) Plumbing final inspection; to be requested when all valves and fixtures are installed and all vents are completed; water systems to be tested; sewer complete and connected; approved backflow devices at hose bibs, sprinkler systems, pools, dishwashers property installed.

The cost for other users will be on an individual basis. Customer service inspections include an inspection prior to the pouring of the slab, an inspection prior to the installation of the sheet rock, and a final plumbing inspection. All fees relating to the customer service inspection shall be paid by the User prior to the inspection, and if the inspection is made in connection with new construction, the fee will be collected with the tap fee. The fee for a meter set to an installed meter box shall be \$25.00.

Prior to initiating service to new construction or buildings containing new plumbing fixtures, the User must provide the District's operator with a signed and dated "Customer Service Inspection Certification" in the form attached to this Rate Order as **Exhibit "D"**. The District's operator will retain such inspection certifications for a minimum of ten (10) years. If the User requests a copy of the certification, the District's operator will provide the User with the Certification. In connection with the customer service inspection, the User shall allow its property to be inspected by the District's operator or its subcontractors during normal business hours for possible cross-connections and other unacceptable plumbing practices which violate this Rate Order. Thereafter, the District's operator or its subcontractors may, at the discretion of the District and/or the District's operator, periodically inspect a User's plumbing system during normal business hours for the purpose of identifying possible cross-connections and other unacceptable plumbing practices which violate this Rate Order.

- F. Prohibition Against Cross-Connections. No cross-connection between the District's potable water distribution system and a private water system is permitted. Where an actual air gap is not maintained between the public water supply and a private water supply, an approved reduced pressure-zone backflow prevention assembly must be properly installed and such assembly must be annually inspected and tested by a certified backflow prevention device tester. By accepting service from the District, all Users agree to allow such annual inspection and testing of backflow prevention assemblies to take place during normal business hours. If any User refuses to allow such annual inspection and testing, service to such User will be discontinued until such inspection and testing is completed.

No connection which allows water to be returned to the District's potable water distribution system is permitted. This includes, but is not limited to, any device pursuant to which water is removed from the District's potable water distribution system, circulated through a User's system for condensing, cooling and heating of fluids or industrial processes, including but not limited to a heat exchange system, and routed back to the District's potable water distribution system.

- G. Notice of Unacceptable Plumbing Practices. The District shall notify the User in writing of any cross-connection or other unacceptable plumbing practice which has been identified during the customer service inspection, the final plumbing inspection, any periodic reinspection, or any other inspection. At its sole cost and expense, the User shall immediately correct any unacceptable plumbing practice on its premises and properly install, test and maintain any backflow prevention device required by the District within two (2) working days of receipt of notice of the improper cross-connection. The User shall provide copies of all testing and maintenance records on such devices to the District within three (3) working days of the testing or

maintenance. If the User fails to correct the noted unacceptable plumbing practice, the District may immediately terminate water service or, at the User's sole cost and expense, eliminate the cross-connection or correct the unacceptable plumbing practice.

- H. Penalty for Violation. The failure of a User to comply with the terms of this Section will be considered a violation of this Rate Order. If such a violation occurs, or if the District determines the existence of a serious threat to the integrity of the District's water supply, the District, in its sole option, may, in addition to all other legal remedies available to it, including those remedies set out in this Rate Order, immediately terminate service or, at the User's sole cost and expense, install the plumbing fixtures or assemblies necessary to correct the unacceptable plumbing practice. If the District terminates service in order to preserve the integrity of the District's water supply, service will be restored only when the source of the potential contamination no longer exists or until additional safeguards have been taken. Any and all expenses associated with the enforcement of this Section shall be billed to the User.

Section 16: Termination.

- A. Charges for service shall be billed monthly. All bills shall be payable on the 20th day after the date of the statement for said charges. Unless payment of the monthly bill is received on or before the 20th day after the date of said statement or unless payment of any Backcharges is received on or before the 30th day after the date of the invoice, such account shall be considered delinquent and interest of ten percent (10%) of the unpaid balance shall be charged. The District may, in its discretion, disconnect service for failure to pay all charges and Backcharges, including interest, by the 50th day after the due date; provided, however, that prior to disconnecting services, the District shall send written notice by United States first class mail to the User or entity at the appropriate address and provide the User or entity with an opportunity to contest, explain or correct the charges, services, or disconnection, at a meeting of the Board of Directors of the District. The written notice shall inform the User or entity of the amount of the delinquent payment, the date service will be disconnected or additional service withheld if payment is not made, the date, time and place of the next scheduled meeting of the Board of Directors, and of the opportunity to contest, explain or correct the charges, services, or disconnection, by presenting in person or in writing such matter to the Board of Directors at the next scheduled meeting as shown on the notice. The date specified for disconnection shall be ten (10) days after the date of the next scheduled meeting of the Board of Directors as shown in the notice and the date for withholding additional service shall be the date of that Board meeting. The notice shall be deposited, postpaid, in a post office or official depository under the care and custody of the United States Postal Service at least ten (10) days prior to the date of the scheduled meeting of the Board of Directors. A written statement by the

District's operator that the notice was so mailed and a certificate of mailing by the United States Postal Service shall be prima facie evidence of delivery of same. If the User or entity appears before the Board in person or in writing, the Board shall hear and consider the matter and inform the User or entity of the Board's determination by sending written notice by United States first class mail to the User or entity at the appropriate address.

- B. Any person, corporation or other entity who violates any provision of this Rate Order, in addition to being subject to the penalties described in this Rate Order, shall be subject to having service terminated; provided, however, that prior to disconnecting service for such violations, the District shall give written notice by first class mail or otherwise, to such person, corporation or other entity, of the pending disconnection, and shall give such person, corporation or other entity the opportunity to contest, explain or correct the violation of the Rate Order at a meeting of the Board of Directors of the District. Such disconnection shall be in addition to penalties that may be imposed by the District under this Rate Order.
- C. If service to a User is disconnected for nonpayment of a delinquent bill or for any cause legally authorized, a reconnection fee of \$55.00 plus an additional security deposit of \$75.00, payable in accordance with this Rate Order one time after service is terminated, shall be paid prior to service being restored. Payment of fees and charges under this Section must be in the form of cash, cashier's check, or money order. The fee for turning water on an off after hours is \$60.00 and \$75.00 on holidays.
- D. In the event that the District's operator removes a User's meter due to unauthorized reconnection of service subsequent to its termination by the District, a reinstallation fee of \$55.00 shall be paid prior to service being restored, which fee is in addition to any other fees imposed.

Section 17. Termination of Service Upon Request of User. Whenever a User of District services temporarily or permanently abandons the structure or building receiving service and no longer wishes to be serviced, he or she shall notify the District's operator at least two (2) days prior to the time he or she desires service to be discontinued. The District shall charge such User \$20.00 for discontinuing and \$20.00 for restoring service if such service is discontinued or restored at the request of the User and he or she is not delinquent in the payment of any bill at the time of the request.

Section 18. After-Hours Service Charge. Any User who requests the District's operator to disconnect or reconnect service during non-business hours (i.e. Saturdays and Sundays and after 4:00 p.m. on weekdays) will be charged an after-hours service charge of \$40.00.

Section 19. Returned Check Charge. The District will charge a \$25.00 fee to any customer for each check given to the District for payment that must be returned for any

reason. Payments attempted to be made by a check which is returned shall be considered delinquent unless cash or certified funds are presented to the District for payment within the time period required by the previous section.

Section 20: Security Deposit. A security deposit of \$250.00 shall be charged to each Single Family Residential User connected to the District's system. All Non-Single Family Residential Users shall be charged a \$75.00 security deposit for each equivalent single family connection (as determined by the District's engineer). Such sum shall be held by the District as a deposit to assure prompt payment of all charges for water and sewer service. Each time service to a User subsequently is disconnected for any cause, the User shall pay to the District, in addition to the initial deposit and any reconnection fee required herein, an additional deposit of \$75.00 for each Single Family Residential User and \$75.00 per equivalent single family connection for each Non-Single Family Residential User each time a customer is reconnected to the District's system, up to a maximum deposit of \$150, before service is again commenced at such location to such customer. No interest will be allowed on such deposit.

A deposit of \$750.00 shall be required of builders at the time a request for an initial water tap is made for each residence, commercial building or other structure in the District. No interest shall be paid on the deposit. Said deposit will be refunded by the District upon a builder's written request, provided, however, that the entire deposit shall be forfeited as a penalty in the event any provision of this Rate Order, as it may be amended from time to time, is violated by the builder. The deposit described herein may be applied by the District to the cost of repair of any damage caused to District property by the builder or builder's agent, whereupon it will be the builder's responsibility to reinstate the original amount of the deposit prior to the District's operator making any additional water taps for said builder.

Section 21: Transfer Fee. A fee of \$15.00 shall be charged by the District to cover the expense to the District for the transfer of water and sewer service from the initial User to each subsequent User.

Section 22: Easements. Before service is commenced to any User, the person requesting such service shall grant an easement of ingress and egress to and from the meter for such maintenance and repair as the District, in its judgment, may deem necessary.

Section 23: Pressure of Water. The District agrees to use all reasonable efforts to supply to any User adequate pressure of water. The District does not and will not guarantee to any User a specific quantity or pressure of water for any purpose whatsoever. The District is required only to furnish a connection to its System and in no case shall the District be liable for the failure or refusal to furnish water or any particular amount or pressure of water; however, the District shall use reasonable efforts to supply water to all Users at an acceptable minimum pressure.

Section 24: No Free Service. No free service shall be granted to any User for services furnished by the District's System whether such User be a charitable or

eleemosynary institution, a political subdivision or municipal corporation, and all charges for service shall be made as required herein.

Section 25: Required Service. No service shall be given from the District's System unless such User agrees to take both water and sewer service, except in those instances where the Board determines that both services are not necessary for the preservation of the sanitary condition of water within the District.

Section 26: Penalties for Violation. Any person, corporation or other entity who:

- A. violates any Section of this Rate Order; or
- B. makes unauthorized use of District services or facilities; or
- C. causes damage to District facilities by using such facilities in a manner or for a purpose contrary to the purpose for which such facilities were designed; or
- D. uses or permits the use of any septic tank or holding tank within the District; or
- E. violates the District's Rules and Regulations Governing Sewer Lines and Sewer Connections; or
- F. constructs facilities or buildings which are not included in the approved plans for development as set forth in this Rate Order;
- G. violates the District's Order Adopting Fourth Amended and Restated Drought Contingency Plan; Providing for Implementation and Enforcement Thereof; Providing Penalties for Violations; and Containing Other Provisions Related to the Subject; and
- H. violates the District's Resolution Establishing Rules and Regulations Regarding Use of Bioretention Ponds and Drainage Facilities.

shall be subject to a penalty of up to \$5,000.00 for each breach of the foregoing provisions. Each day that a breach of any provision hereof continues shall be considered a separate breach.

This penalty shall be in addition to the other penalties provided by the laws of the State and to any other legal rights and remedies of the District as may be allowed by law.

Section 27: This Rate Order and all of the provisions herein apply only to utility service to land within the District. The Board of Directors shall determine whether to provide any utility service to areas outside of the District and the terms and conditions for

such service. This Rate Order shall be filed with the Texas Commission on Environmental Quality, as required.

Section 28: Effective Date. This Rate Order shall become effective as of the 3rd day of July, 2018.

Section 29: Superseding Orders and Amendments. This Rate Order supersedes all prior orders, resolutions and other actions of the Board concerning fees and charges for water and sewer services or any other service provided by the District; provided, however the District reserves its rights and remedies under any prior orders or resolutions. The District reserves the right to increase rates and fees from time to time and to amend this Rate Order from time to time.

[EXECUTION PAGE FOLLOWS]

ADOPTED this 3rd day of July, 2018.

President, Board of Directors

ATTEST:

Secretary, Board of Directors

(SEAL)

CERTIFICATE FOR ORDER

THE STATE OF TEXAS §
 §
COUNTY OF TRAVIS §

I, the undersigned officer of the Board of Directors of Travis County Municipal Utility District No. 10, do hereby certify as follows:

1. The Board of Directors of Travis County Municipal Utility District No. 10 convened in regular session on the 3rd day of July, 2018, at the regular meeting place inside the boundaries of the District, and the roll was called of the members of the Board:

Harvey Reiter	President
Ray Archer	Vice President
Vance Taylor	Secretary
Robert Ernst	Assistant Vice President
Dan Eckermann	Assistant Secretary

and all of said persons were present except Director _____, thus constituting a quorum. Whereupon, among other business, the following was transacted at the meeting: a written

AMENDED RATE ORDER

was introduced for the consideration of the Board. It was then duly moved and seconded that the Order be adopted; and, after due discussion, the motion, carrying with it the adoption of the Order, prevailed and carried unanimously.

2. That a true, full and correct copy of the aforesaid Order adopted at the meeting described in the above and foregoing paragraph is attached to and follows this certificate; that the Order has been duly recorded in the Board's minutes of the meeting; that the persons named in the above and foregoing paragraph are the duly chosen, qualified and acting officers and members of the Board as indicated therein; that each of the officers and members of the Board was duly and sufficiently notified officially and personally, in advance, of the time, place and purpose of the aforesaid meeting, and that the Order would be introduced and considered for adoption at the meeting, and each of the officers and members consented, in advance, to the holding of the meeting for such purpose; that the meeting was open to the public as required by law; and that public notice of the time, place and subject of the meeting was given as required by Chapter 551, Texas Government Code, and Section 49.063, Texas Water Code.

SIGNED AND SEALED the 3rd day of July, 2018.

(SEAL)

Secretary, Board of Directors

EXHIBIT A TRAVIS COUNTY MUD #10 SERVICE AGREEMENT

500 Capital of Texas Hwy N., Bldg. 1, Ste. 125, Austin, TX 78746
Phone: 512-402-1990 Fax: 512-402-0304

(Water and Wastewater)

FOR OFFICE USE ONLY:

Acct #: _____ Deposit \$ _____ Big' Read: _____ Final Read: _____

Date Service to Begin _____ Home Phone: _____

Name: _____

Spouse/Roommate: _____

Service Address: _____

Street City State Zip

Billing Address (if different): _____

Street City State Zip

Employment: _____ Phone: _____

Spouse Employment: _____ Phone: _____

Cell Phone: _____ E-mail: _____

Drivers License #: _____ Birth date: ____/____/____ Social Security #

In case of emergency contact:

Name	Address	Area Code/Phone
	Relationship	

If renting, please complete:

Owner/Rental Agent Name: _____ Phone: _____

Please keep my personal information (address, telephone number, social security number, etc.) confidential.

The following information is requested by the Federal Government in order to monitor compliance with Federal Laws Prohibiting discrimination against applicants seeking to participate in this program. You are not required to furnish this information, but are encouraged to do so. This information will not be used in evaluating you application or to discriminate against you in any way. However, if you choose not to furnish it, we are required to note the race/national origin of individual applicants on the basis of visual observation or surname.

White, Not of Black, Not of American Indian or Hispanic Asian or Other Male
Hispanic Origin Hispanic Origin Alaskan Native Pacific Islander (Specify)

The applicant agrees to follow the rules and regulations of the Travis County MUD No. 10.

Applicant's Signature: _____

Service Agreement Cont'

- I. **PURPOSE.** The Travis County MUD No. 10 (the "District") is responsible for protecting the drinking water supply from contamination or pollution which could result from improper plumbing practices. The purpose of this service agreement is to notify each customer of the restrictions which are in place to provide this protection. The District enforces these restrictions to ensure the public health and welfare. Each customer must sign this agreement before the District will begin service. In addition, when service to an existing connection has been suspended or terminated, the District will not re-establish service unless it has a signed copy of this agreement.

- II. **RESTRICTIONS.** The following unacceptable practices are prohibited by State Regulations.
 - A. No Direct connection between the public drinking water supply and a potential source of contamination is permitted. Potential sources of contamination shall be isolated from the public water system by an air-gap or an appropriate backflow prevention device.

 - B. No cross-connection between the public drinking water supply and private water system is permitted. These potential threats to the public drinking water supply shall be eliminated at the service connection by the installation of an air-gap or a reduced pressure-zone backflow prevention device.

 - C. No connection which allows water to be returned to the public drinking water supply is permitted.

 - D. No pipe or pipe fitting which contains more the 0.25% lead may be used for the installation or repair of plumbing at any connection which provides water for human use.

 - E. No solder or flux which contains more than 0.2% lead can be used for the installation or repair of plumbing at any connection which provides water for human use.

- III. **SERVICE AGREEMENT.** The following are the terms of the service agreement between Travis County MUD No. 10 (the District) and _____
_____ (the Customer).

- A. The District will maintain a copy of this agreement as long as the Customer and/or the premises is connected to the District's water system.
- B. The Customer shall allow his/her property to be inspected for possible cross-connections and other potential plumbing practice. These inspections shall be conducted by the District or its designated agent prior to initiating new water service; when there is reason to believe that cross-connection or other unacceptable plumbing practices exist; or after any major changes to the private plumbing facilities. The inspections shall be conducted during the District's normal business hours.
- C. The District shall notify the Customer **in** writing of any cross-connection or other unacceptable plumbing practice which has been indemnified during the initial inspection or the periodic re-inspection.
- D. The Customer shall immediately **correct** any unacceptable plumbing practice on his/her premises.
- E. The Customer shall, at his/her expense, properly install, test, and maintain any backflow prevention device required by the District. Copies of all testing and maintenance records shall be provided to the District.
- F. Customer understands and agrees that the District does not guarantee any specific quantity or pressure of water for any purpose whatsoever and that the District is not liable to customer for failure or refusal to furnish any particular amount pr pressure of water to Customer at any time.
- G. The Customer shall allow the District access to his/her property to inspect, maintain, and repair the grinder pump. The inspection shall be conducted during the District's normal business hours. The customer shall be notified 24 hours in advance, when possible, and in writing of an inspection or maintenance of the grinder pump. All repairs shall be considered an emergency and customer notification shall not be necessary.

Effective June 1, 2010, all new homes or other facilities served by a grinder pump shall have either a wireless or hard wired warning device installed inside the home or facility to notify the customer of a grinder pump malfunction. The District's operator will inspect this device before issuing the connection permit.

- IV. **ENFORCEMENT.** If the customer fails to comply with the terms of the Service Agreement, the District shall, at its option, terminate service or properly install, test, and maintain an appropriated backflow prevention

device at the service connection. Any expenses associated with the enforcement of this agreement shall be billed to the Customer.

CUSTOMER'S SIGNATURE: _____

DATE: _____

ADDRESS: _____

EXHIBIT B
 TRAVIS COUNTY MUD #10
 TAP PERMIT APPLICATION / WORK ORDER

Date _____

Address _____

Lot _____ Block _____ Section _____

Subdivision _____

Billing Name _____ Phone() _____

Billing Address _____ City _____ State _____ Zip _____

Plumber _____ Phone() _____ Fax () _____

Type of Dwelling: () Single Family () Duplex () Apartment () Commercial () Other _____

Water Meter Size: () 5/8" () 3/4" () 1" () Other _____

Sewer Line Size: () 4" () 6" (X) Other _Forced Main_____

Irrigations System: Yes No Pool: Yes No

For Office Use Only
Acct#: _____
Seq# _____
Plumber Lic # _____

Field Operator Use Only						
Date In / /	Date Done / /	Initial	Meter Size	Meter Number	Meter Read	

Erosion Control: () P () F Other Fail Dates: __/__/__; __/__/__; __/__/__ __/__/__

INSPECTIONS:

Date In	Date Done	Inspect	Pass	Fail	comments	Initial	Re-inspect Date In	Re-inspect Date Done	Pass	Fail	Comments	Initial
		Rough / Sewer										
		Slab / Copper										
		Yard / W & S										
		Wall / Top Out										
		Final										
		Backflow W / irrig.										
		Pool										
		Rough/ Gas Line										
		Pool										
		Final										

Please Note: Any inspections above (5) five will be charged an additional \$50.00 each. This includes failed inspections, irrigation inspections and pool inspections. These charges will be billed directly to the builder/customer account.

