

BOLD SPRINGS WATER SUPPLY
LEAK ADJUSTMENT / PAYMENT POLICY

LEAK ADJUSTMENT:

The Corporation may make an adjustment on a water bill for an account, based on the following criteria:

1. Member must attend a Regular Board Meeting to present the following information and describe the location and type of the leak using the following:
 - a. Member must not have had an adjustment within the last (5) years.
 - b. Member's water bill must be a minimum of \$500.00 and will not include any past due balances or fees.
 - c. Member provides the Board a copy of the Plumbers bill, or materials bill if member makes repair, indicating when the leak was repaired and the location of the leak.
 - d. Member provides the Board with the day, time, location of the leak, and when the leak was first discovered.
 - e. The information should be as accurate and thorough as possible.
 - f. Photographs of the leak and repair showing leak before repair and after repair has been made which will be used in determining if the leak qualifies for a possible adjustment.
 - g. Member must contact the Bold Springs Office Manager at least (7) days prior to a regular meeting of the Board of Directors to be placed on the Agenda for the meeting.
2. The Board will evaluate this information, put it on the agenda, discuss and take any action that is deemed necessary at the next Regular Board Meeting.
3. The Board will review the history of water usage for the past 12 months as well as the information provided to determine if an adjustment is justified. After review the Board may adjust the Members bill using the following formula:
 - a. An average of the last six (6) months usage will be used as a base for the bill and figured using the normal billing rates;
 - b. The average usage will be subtracted from the bill in question to determine the estimated amount of water lost due to the leak;
 - c. The number of gallons determined to be lost due to the leak will be figured using the Average Highest Tier that you normally pay per month /1000 gallons as shown on the current rate & fee sheet;
 - d. These two figures will be added together to determine the final bill to be paid.

Items Not Considered for Adjustment:

1. Leaks that are located within the house or building
2. Water loss due to leaving water turned on at a hose bib
3. Water loss due to cattle watering

4. Water usage due to swimming pools and sprinkler systems

PAYMENT OF A HIGH BILL DUE TO A LEAK:

After any previous adjustment has been made for a leak within the last (5) years, the Corporation will make no adjustments for the amount of water lost due to a leak on the Members side of the meter, however, arrangements may be made for a payment plan to cover loss due to the leak. Payment plans may be considered using the following criteria:

1. The Member must locate and repair any leak in their system as quickly as possible to prevent as much loss as possible;
2. Member must contact the Bold Springs Office Manager at least seven (7) days prior to a regular meeting of the Board of Directors to be placed on the Agenda for the meeting;
3. Must be able to show proof of a leak using photos and bills for the repair;
4. Must be willing to sign an agreement for paying the outstanding balance due to the leak;
5. Agreement will be completed and signed at the meeting for an approved payment plan;
6. Not to include any past due balances or fees;
7. Payments will be in addition to the normal monthly water bill and must be paid on time to prevent any additional late fees.

ATTEST: I certify that I was present at the Bold Springs Water Supply Corporation Board of Directors Meeting on _____ and that this copy is true and correct.

Board President

Board Secretary/Treasurer

Dated this _____ Day of _____, 20 _____

**BOLD SPRINGS WATER SUPPLY CORPORATION
INSTALLMENT AGREEMENT**

AN AGREEMENT made this ____ day of _____, 20____, between Bold Springs Water Supply Corporation, a corporation organized under the laws of the State of Texas (hereinafter called the Corporation) and _____, (hereinafter called the Applicant and/or Member).

By execution of this Agreement, the undersigned Member agrees to payment of outstanding debt of _____ on Account # _____ at Service Address: _____ for water utility service rates, fees, and charges, as set forth in the Corporation's Tariff, until the debt is paid in full.

Member agrees to pay \$ _____ per month, in addition to current monthly water utility service for _____ months. **(NOT TO EXCEED 18 MONTHS)**

Failure to fulfill the terms of this Agreement shall institute the Corporation's disconnection procedures as set forth in the Corporation's Tariff.

APPROVED AND ACCEPTED this ____ day of _____, 20____ at the regular monthly meeting of the Board of Directors of the Bold Springs Water Supply Corporation.

President, BSWSC

Sec/Treasurer, BSWSC

THE STATE OF TEXAS COUNTY OF _____ IN WITNESS WHEREOF the said Member/Applicant has executed this instrument this ____ day of _____, 20____.

BEFORE ME, the undersigned, a Notary Public in and for said County and State of Texas, on this day personally appeared _____, known to me to be the person whose name is subscribed to the foregoing instrument, and acknowledged to me that he/she executed the same for the purpose and consideration therein expressed.

GIVEN UNDER MY HAND AND SEAL OF OFFICE THIS ____ day of _____, 20____.

Notary Public in and for _____
County, Texas.
Commission Expires ____/____/____

Member/Applicant