

ACCOUNT NUMBER \_\_\_\_\_ (BLOCK/LOT): \_\_\_\_\_



The District provides the following services to the Brockdale Community, Seis Lagos Community and Commons of Camden Community:

**Water**  
**Sewer**  
**Streets and Street Lighting**

**Fire Protection**  
**Property Tax Collection**

## **PAYMENTS AND BILLING**

### **RECEIVING BILLS**

SLUD offers both paperless billing by email and mailed billing through the US Postal Service. To change your billing method, email SLUD with "Paperless Billing" or "Mailed Billing" in the subject line, along with your full name, address, current phone number and the desired email address in which billing will be conducted through. If you choose paperless billing, you will not receive a paper statement in the mail.

### **PAYMENT METHODS**

Customers may always pay by check through the SLUD drop box located in the Seis Lagos subdivision clubhouse parking lot. The drop box is checked daily by SLUD staff. The following methods are also acceptable:

**Automatic Bill Pay** – Direct Withdrawal from the customer's financial institution

**Online payment** system through the SLUD website: [www.slud.us/bill-payment](http://www.slud.us/bill-payment)

**Mail in payment** to the SLUD office address

**Drop off payment** in person at the SLUD office. Please check SLUD office hours.

**ACH** – This must be set up in person at SLUD office. The Draft is done on the 6<sup>th</sup> of every month, if it falls on weekend it will be the following Monday. All drafts will be debited out around 10 or 11 of the months.

**Credit Card:** Call office during operating hours to process credit card payment with our in-office credit card machine. There is a 4% processing fee.

**Please identify your account or lot-block number on your payment to ensure proper application.**

## **CONSTRUCTION INFORMATION**

### **IMPORTANT PROCEDURES**

If you are planning any of the following projects, contact the SLUD office before starting the project. Projects include but are not limited to:

- **Swimming Pool \* Driveway (addition or repair) \* Patio (addition or repair) \* Dirt work**

These and other similar projects require a **\$2,000.00** deposit along with a Contractor Permit form to be completed at the business office. The full deposit and a road inspection by SLUD are required prior to the start of construction. SLUD must be contacted at the completion of the project for a final inspection. If the road has not been damaged, your full **\$2000.00** refund will be generated within seven days, along with our normal accounts payable check processing, if your original deposit check has cleared the bank. Construction must finalize within one year of the project's start date, and risks termination of the deposit refund if the project is not completed in said timeframe.

Understanding of terms – Customer Name Printed: \_\_\_\_\_

## **DATES TO REMEMBER**

### **METER READINGS**

Water meters are read on the **28<sup>th</sup>** of each month; the bill is due on the **15<sup>th</sup>** of the following month.

### **LATE PENALTIES**

Late payments are assessed on the **16<sup>th</sup>** of the month and face a **10%** fee. Disconnection dates are on the **28<sup>th</sup>** of each month.

### **DISCONNECTION INFORMATION**

A disconnection notice will be sent to all customers with an outstanding late penalty on the first working day after the **16<sup>th</sup>**; residents have until the **28<sup>th</sup>** before service is terminated. If water service is terminated for non-payment, there will be a **\$120.00** reconnection fee after the bill is paid in full. Water service will be unavailable until the entire payment is made.

## **COMMUNICATION**

### **BOARD MEETINGS**

The Board of Directors meetings are held on the 3<sup>rd</sup> Monday of each month. Meetings begin at 7:00p in the Seis Lagos Clubhouse located at 220 Seis Lagos, Lucas, Texas 75098. All residents are welcome to attend. Residents will also receive a newsletter by mail on SLUD updates.

### **SLUD OFFICE**

The office address is 2730 Country Club Road, Suite E1, Lucas, Texas 75002.

Hours of operation:

Monday and Tuesday 8:00a – 3:00p

Wednesday – CLOSED

Thursday and Friday 8:00a – 3:00p

Saturday and Sunday – CLOSED

### **CONTACT INFORMATION**

SLUD office phone number: 972-442-6875

Email: [district@slud.us](mailto:district@slud.us)

Website: [www.slud.us](http://www.slud.us)

## **BACKFLOW DEVICE INFORMATION**

### **PURPOSE OF A BACKFLOW DEVICE (BROCKDALE SUBDIVISION ONLY)**

The backflow device on your property was installed as an integral part of your irrigation system. It is designed to prevent contaminants from entering water lines that go directly under homes and into your water system. The **Texas Commission on Environmental Quality (TCEQ)** requires by Rule, Chapter 290.47 that the District adopt a Cross-Connection Control Program.

### **MAINTENANCE**

Any connection that has an irrigation or sprinkler system is required by TCEQ to have a backflow device installed and tested every year. A licensed plumber or irrigation company must install the device. According to TCEQ, these devices must be **tested annually** and are an expense of the resident.

Understanding of terms – Customer Name Printed: \_\_\_\_\_

## APPLICATION OF SERVICE AGREEMENT

The Seis Lagos Utility District is responsible for protecting the community's drinking water supply from contamination or pollution resulting from improper plumbing practices. The purpose of this agreement is to inform all customers of plumbing restrictions and to notify users of the enforced regulations in place to ensure public health and welfare.

### PLUMBING RESTRICTIONS

The following plumbing practices are prohibited by State regulations:

- A. No direct connection between the public water supply and potential sources of contamination is permitted. Potential sources of contamination shall be isolated from the public water system by an airgap or an appropriate backflow prevention device.
- B. No cross-connection between the public water supply and a 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 airgap or reduced pressure-zone backflow prevention device.
- C. No connection, which allows water to be returned to the public water supply, is permitted.
- D. No pipe or pipe fitting which contains more than 8% lead may be used for the installation or repair of plumbing at any connection which provides water for human use. 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.

### SERVICE AGREEMENT

The following are the terms of the Service Agreement between the District and the Customer:

- A. The District will maintain a copy of this agreement if the Customer and/or the premises are connected to the District's water system.
- B. The Customer shall allow his/her property to be inspected for possible cross-connections and other undesirable plumbing practices. These inspections shall be conducted by the District or the designated agent prior to initiating or continuing service and periodically thereafter. The inspections shall be conducted during the District's normal business hours.
- C. The Customer is entitled to a one-time leak relief; a policy SLUD has designed to ensure residents of financial help if an emergency leak occurs. Customers must visit the SLUD office to calculate their leak relief. See Section 1.3 of the Rates and Rules
- D. The District shall notify the customer in writing of any cross-contamination or other undesirable plumbing practice which has been identified during the initial inspection or the periodic re-inspection.
- E. The Customer shall immediately correct any undesirable plumbing practices on his/her premises.
- F. 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 SLUD.
- G. The Customer agrees to use and pay for District service in accordance with the rates, rules and regulations of the District now or hereafter in force.
- H. The Customer agrees to provide a photocopy of their driver's license with this customer service agreement.
- I. The Customer (residential and commercial) agrees to provide a deposit of **\$250.00**, refundable upon termination, with the District before services.
- J. A **\$50.00** transfer fee must be paid at the time of this agreement to process connection of service.

**ENFORCEMENT:** If the Customer fails to comply with the terms of the Service Agreement, The District shall, at its option, either terminate service or properly install, test and maintain an appropriate backflow prevention device at the service connection. Any expenses associated with the enforcement of this agreement shall be billed to the Customer.

Understanding of terms – Customer Name Printed: \_\_\_\_\_

**RESIDENTIAL SERVICE RATES**

Monthly Minimum Water Charge: \$40.00  
Monthly Sewer Charge: \$42.36  
Monthly Fire Charge: \$53.00  
**Total = \$135.36**

**\*\*\*Any additional water you use, added up per Tier's below \*\*\*\*\***

**TIER (GALLON): \$/1,000 GALLON**

0-5,000: \$3.50  
5,001-10,000: \$4.00  
10,001-35,000: \$4.75  
35,001-50,000: \$5.25  
50,001 & over: \$7.00

**CURRENT CUSTOMER INFORMATION**

Received payment of \$50.00 Transfer Fee and \$250.00 Deposit (circle one): YES / NO (Circle One)  
Check # \_\_\_\_\_ or Cash \$ \_\_\_\_\_

**\*Please print the following clearly\***

\* CUSTOMER NAME(S): \_\_\_\_\_

SERVICE ADDRESS: \_\_\_\_\_

MAILING ADDRESS: \_\_\_\_\_

PHONE: \_\_\_\_\_ EMAIL: \_\_\_\_\_

How would you like to receive your bill? \_\_\_\_\_ E-bill only \_\_\_\_\_ Printed bill only

**PLEASE CIRCLE ONE: RENT / OWN (Circle One)**

LANDLORD INFORMATION IF APPLICABLE:

NAME: \_\_\_\_\_ PHONE: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

**REQUEST FOR CONFIDENTIALITY**

\_\_\_\_\_ Check here to make your personal information (address, phone number, account information)  
CONFIDENTIAL. ACCOUNT NUMBER \_\_\_\_\_ (BLOCK/LOT): \_\_\_\_\_  
Failure to return this document completed and signed will result in your personal information becoming available  
as an open record. To avoid this, please complete and return this form.

CUSTOMER SIGNATURE(S): \_\_\_\_\_

Date \_\_\_\_\_