

# Starrville-Friendship Water Supply Corporation New Account Paperwork

Included you will find:

- Welcome Letter
- Standard Service Application & Agreement
- Easement form
- Rate Schedule
- Public Information Form
- How to read the meter

## **Needed to Establish Service**

These must be provided before permanent service can be established. In order to be a member, you must be the owner fee simple of the land requesting service.

### **Where Service already exists:**

- Standard Service Application & Agreement - Completely filled out and signed.
- Easement – Signed and notarized by all owners of the property  
*NOTE: A copy cannot be submitted, the office must have the original signed document.*
- Proof of Ownership: Deed, Warranty Deed, or other recorded documentation. (See Texas Property Code, Title 3, Chapter 12, Section 12.001 and 12.0011)
- Membership Fee –
  - If the prior owner wishes to Transfer their membership to you:
    - Transfer form – signed and notarized by all parties
    - \$15 Transfer fee
  - If they do not wish to transfer their Membership Fee:
    - \$100 Membership Fee for 5/8” meter, \$250 for 1” meter

### **For a New Water Meter**

- Service Application & Agreement - Completely filled out and signed
- Easement – Signed and notarized by all owners of the property  
*NOTE: A copy cannot be submitted, the office must have the original signed document.*
- Proof of Ownership
- Payment for new service

# Starrville-Friendship Water Supply Corporation

**Mailing Address**

PO Box 1482  
Gladewater TX 75647

Phone #: 903-845-2825 • Payment Phone #: 866-729-2549 • Emergency Phone#: 903-240-1649

Email Address: [sfwsc1966@gmail.com](mailto:sfwsc1966@gmail.com) • Website: [starrvillefriendship.myruralwater.com](http://starrvillefriendship.myruralwater.com)

**Office Address (no mail)**

24430 Highway 271  
Gladewater TX 75647

## *Welcome to the neighborhood!*

Starrville-Friendship WSC was started in December of 1965 by a small group of neighbors. We started with 62 meters, and have grown significantly over the years. We are governed by a Board of Directors, comprised of neighbors like yourself. We make all decisions with the good of the membership, as a whole, in mind. We hold an open Board Meeting the first Tuesday of every month at 7pm in the Friendship Church Fellowship Hall, located at 22604 CR 3107, Gladewater, TX 75647. Our Annual Member meeting is every April on the first Tuesday, same time and place.

We are a groundwater system. We get our water from 4 deep water wells that pump from the Carrizo-Wilcox Aquifer. The only thing added to the water is Free Chlorine, as required by law. We are regulated by the Texas Commission on Environmental Quality. The water is regularly tested, and results can be seen on the Texas Drinking Water Watch <https://dww2.tceq.texas.gov/DWW/>.

Water meters are read monthly on or around the 15<sup>th</sup>. We have a drive-by electronic reading system. While we no longer read meters manually, we ask that you maintain the area around your meter. This is for your safety and ours, in the event the meter needs to be worked on or shut off for an emergency.

Bills are mailed on or around the 24<sup>th</sup> and are always due by the 10<sup>th</sup>. If you do not receive a bill by the 1<sup>st</sup> please call and we will be happy to tell you your balance. A late fee of \$10 will be added if your bill is not paid in full before 9am on the 11<sup>th</sup>, when late notices are mailed. If the bill is not paid before we open on the 22<sup>nd</sup>, the meter will be locked out and you will have to pay an additional \$50 reconnect fee, in addition to the past due.

Bills can be paid in person at the drop box/ office, by mail, online, or by phone. Electronic payments can be made directly through Payclix at <https://payclix.com/starrvillefriendship> or by phone at [866-729-2549](tel:866-729-2549). There is also a link through our website at <https://starrvillefriendship.myruralwater.com>. We accept MasterCard, Visa, Discover, and Echeck. There is a processing fee of 3% + \$0.30 for credit/debit payments, or \$0.99 for Echeck. You can also set up recurring payments at that website.

**Helpful Info:**

<b><i>Electric Providers</i></b>		<b><i>Garbage Pickup</i></b>	
SWEPCO	1-888-216-3523	Garbage Pickup Service	903-566-6588
-outages	1-888-218-3919	Republic	
Upshur Rural Electric Coop	903-843-2536	Other	
-outages	903-680-2100		
		<b><i>Internet</i></b>	
<b><i>Law Enforcement</i></b>		Skynet Country	
Gregg County Sheriff's Office	903-236-8400	Suddenlink ( now Optimum)	
Smith County Sheriff's Office	903-590-2661	Other satellite companies	

*Please call if you have any questions!*

**CORPORATION USE ONLY**

Date Approved: \_\_\_\_\_

Service Classification: \_\_\_\_\_

Cost: \_\_\_\_\_

Account Number: \_\_\_\_\_

**STARRVILLE-FRIENDSHIP  
WATER SUPPLY CORPORATION**

**SERVICE APPLICATION AND AGREEMENT**

*Please Print:*

DATE \_\_\_\_\_

APPLICANT'S NAME \_\_\_\_\_

CO APPLICANT'S NAME \_\_\_\_\_

CURRENT BILLING ADDRESS: \_\_\_\_\_

FUTURE BILLING ADDRESS (If Different): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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

PHONE NUMBER(s): (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_  
*Please Circle for each: His/Her Home Cell Work*

(\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_  
*His/Her Home Cell Work*

Email Address(s): \_\_\_\_\_

PROOF OF OWNERSHIP PROVIDED BY \_\_\_\_\_

*Proof of ownership can be: deed, warranty deed, or other recorded documentation. (See Texas Property Code, Title 3, Section 12.001 and 12.0011)*

LEGAL DESCRIPTION OF PROPERTY (Include name of road, subdivision with lot and block number)

\_\_\_\_\_

\_\_\_\_\_

PREVIOUS OWNER'S NAME AND ADDRESS

PROPERTY SIZE/ ACREAGE \_\_\_\_\_

\_\_\_\_\_

YEAR BUILT: \_\_\_\_\_

\_\_\_\_\_

NUMBER IN FAMILY \_\_\_\_\_

Check all that apply:  LIVESTOCK  AEROBIC SYSTEM  SPRINKLER SYSTEM  POND

SWIMMING POOL  FUNCTIONING PRIVATE WELL  RENTAL PROPERTY

SPECIAL SERVICE NEEDS OF APPLICANT, IF ANY\*\* \_\_\_\_\_

*\*\*Supporting documentation must be supplied to the Corporation.*

NOTE: FORM MUST BE COMPLETED BY APPLICANT(S) ONLY.  
IF FOR A NEW SERVICE TAP, A MAP OF SERVICE LOCATION REQUEST MUST BE ATTACHED.

AGREEMENT made this \_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_, between Starrville-Friendship 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),

Witnesseth: \_\_\_\_\_

The Corporation shall sell and deliver water service to the Applicant and the Applicant shall purchase, receive, and/or reserve service from the Corporation in accordance with the bylaws and tariff of the Corporation as amended from time to time by the Board of Directors of the Corporation. Upon compliance with said policies, including payment of a Membership Fee, the Applicant qualifies for Membership as a new applicant or continued Membership as a transferee and thereby may hereinafter be called a Member.

The Member shall pay the Corporation for service hereunder as determined by the Corporation's tariff and upon the terms and conditions set forth therein. The Applicant may request a copy of the Corporation's tariff. A copy of this agreement shall be executed before service may be provided to the Applicant.

The Board of Directors shall have the authority to discontinue service and cancel the Membership of any Member not complying with any policy or not paying any utility fees or charges as required by the Corporation's published rates, fees, and conditions of service. At any time service is discontinued, terminated or suspended, the Corporation shall not re-establish service unless it has a current, signed copy of this agreement and the member/ applicant has complied with all terms and conditions that caused the service discontinuance/ termination.

If this agreement is completed for the purpose of assigning utility service as a part of a rural domestic water and/or wastewater system loan project contemplated with the Rural Development, an Applicant shall pay an Indication of Interest Fee in lieu of a Membership Fee for the purposes of determining:

- a. The number of taps to be considered in the design and
- b. The number of potential ratepayers considered in determining the financial feasibility of constructing
  - 1) a new water system or
  - 2) expanding the facilities of an existing water system.

The Applicant hereby agrees to obtain, utilize, and/or reserve service as soon as it is available. Applicant, upon qualification for service under the terms of the Corporation's policies, shall further qualify as a Member and the Indication of Interest Fee shall then be converted by the Corporation to a Membership Fee. Applicant further agrees to pay, upon becoming a Member, the monthly charges for such service as prescribed in the Corporation's tariff. Any breach of this agreement shall give cause for the Corporation to liquidate, as damages, the fees previously paid as an indication of interest. In addition to any Indication of Interest Fees forfeited, the Corporation may assess a lump sum of \$300.00 as liquidated damages to defray any losses incurred by the Corporation. If delivery of service to said location is deemed infeasible by the Corporation as a part of this project, the Applicant shall be denied Membership in the Corporation and the Indication of Interest Fee, less expenses, shall be refunded. The Applicant may re-apply for service at a later date under the terms and conditions of the Corporation's policies. For the purposes of this agreement, an Indication of Interest Fee shall be of an amount equal to the Corporation's Membership Fees.

All water shall be metered by meters to be furnished and installed by the Corporation. The meter connection is for the sole use of the Member or customer and is to provide service to only one (1) dwelling or one (1) business. Extension of pipe(s) to transfer utility service from one property to another, to share, resell, or submeter water to any other persons, dwellings, businesses, or property, etc., is prohibited. (See 30 TAC 291.89(a)(4) and 30 TAC 290.38)

The Corporation shall have the right to locate a water service meter and the pipe necessary to connect the meter on the Member's property at a point to be chosen by the Corporation, and shall have access to its property and equipment located upon Member's premises at all reasonable and necessary times for any purpose connected with or in the furtherance of its business operations, and upon discontinuance of service the Corporation shall have the right to remove any of its equipment from the Member's property.

The Member shall install, at their own expense, any necessary service lines from the Corporation's facilities and equipment to the point of use, including any customer service isolation valves, backflow prevention devices, clean-outs, and other equipment as may be specified by the Corporation. The Corporation shall also have access to the Member's property for the purpose of inspecting for possible cross-connections, potential contamination hazards, illegal lead materials, and any other violations or possible violations of state and federal statutes and regulations relating to the federal [Safe Drinking Water Act, Chapter 341 of the Texas Health & Safety Code](#), or the corporation's tariff and service policies.

The Corporation is responsible for protecting the drinking water supply from contamination or pollution which could result from improper practices. This service agreement serves as notice to each customer of the restrictions which are in place to provide this protection. The Corporation shall enforce these restrictions to ensure the public health and welfare.

The following undesirable 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 airgap or an appropriate backflow prevention assembly in accordance with state regulations. This includes garden hose bibs used to fill pools, troughs, etc.
- b.** No cross-connection between the public drinking 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 proper installation of an airgap or a reduced pressure-zone backflow prevention assembly and a service agreement must exist for annual inspection and testing by a certified backflow prevention device tester.
- c.** No connection which allows condensing, cooling, or industrial process water to be returned to the public drinking water supply is permitted.
- d.** No pipe or pipe fitting which contains more than 0.25% lead may be used for the installation or repair of any public water supply.
- e.** No solder or flux which contains more than 0.2 % lead may be used for the installation or repair plumbing of any plumbing in a residential or nonresidential facility providing water for human consumption and connected to a public drinking water supply system.

The Corporation shall maintain a copy of this agreement as long as the Member and/or premises is connected to the public water system. The Member shall allow their property to be inspected for possible cross-connections, potential contamination hazards, and illegal lead materials. These inspections shall be conducted by the Corporation or its designated agent prior to initiating service and periodically thereafter. The inspections shall be conducted during the Corporation's normal business hours.

The Corporation shall notify the Member in writing of any cross-connections or other undesirable practices which have been identified during the initial or subsequent inspection. The Member shall immediately correct any undesirable practice on their premises. The Member shall, at their expense, properly install, test, and maintain any backflow prevention device required by the Corporation. Copies of all testing and maintenance records shall be provided to the Corporation as required. Failure to comply with the terms of this service agreement shall cause the Corporation to 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 Member.

In the event the total water supply is insufficient to meet all of the Members, or in the event there is a shortage of water, the Corporation may initiate the Drought Contingency and Emergency Management Program as specified in the Corporation's Tariff. By execution of this agreement, the Applicant hereby shall comply with the terms of said program.

By execution hereof, the Applicant shall hold the Corporation harmless from any and all claims for damages caused by service interruptions due to waterline breaks by utility or like contractors, tampering by other Member/users of the Corporation, normal failures of the system, or other events beyond the Corporation's control.

The Applicant shall grant to the Corporation permanent recorded easement(s) dedicated to the Corporation for the purpose of providing reasonable rights of access and use to allow the Corporation to construct, maintain, replace, upgrade, parallel, inspect, test and operate any facilities necessary to serve that Applicant as well as the Corporation’s purposes in providing system-wide service for existing or future members.

By execution hereof, the Applicant shall guarantee payment of all other rates, fees, and charges due on any account for which said Applicant owns a Membership. Said guarantee shall pledge any and all Membership Fees against any balance due the Corporation. Liquidation of said Membership Fees shall give rise to discontinuance of service under the terms and conditions of the Corporation’s tariff.

Where applicable, in addition to the applicant, any other person sharing an ownership interest in and receiving service at that property shall sign the Service Application and Agreement Form; however, even if the spouse or other person sharing an ownership interest does not sign the Service Application and Agreement Form, they are still responsible for all terms set forth therein, and for any debt obligation related to the account.

By execution hereof, the Applicant agrees that noncompliance with the terms of this agreement by said Applicant shall constitute denial or discontinuance of service until such time as the violation is corrected to the satisfaction of the Corporation.

Any misrepresentation of the facts by the Applicant on any of the four pages of this agreement shall result in discontinuance of service pursuant to the terms and conditions of the Corporation’s tariff.

\_\_\_\_\_  
Witnesseth

\_\_\_\_\_  
Applicant Member

\_\_\_\_\_  
Approved and Accepted

\_\_\_\_\_  
Applicant Member

\_\_\_\_\_  
Date

**UNITED STATES DEPARTMENT OF AGRICULTURE  
Rural Utilities Service  
RIGHT-OF-WAY EASEMENT (General Type Easement)**

**KNOW ALL MEN BY THESE PRESENTS**, that \_\_\_\_\_ (hereinafter called "Grantors"), in consideration of one dollar (\$1.00) and other good and valuable consideration paid by Starrville-Friendship Water Supply Corporation (hereinafter called "Grantee"), the receipt and sufficiency of which is hereby acknowledged, does hereby grant, bargain, sell, transfer, and convey to said Grantee, its successors, and assigns, a perpetual easement with the right to erect, construct, install and lay and thereafter access and use, operate, inspect, repair, maintain, replace, upgrade, parallel and remove water distribution lines and appurtenances, over and across \_\_\_\_\_ acres of land, more particularly described in Instrument# \_\_\_\_\_, recorded in Deed Records, \_\_\_\_\_ County, Texas, together with the right of ingress and egress over Grantor's adjacent lands for the purpose for which the above mentioned rights are granted. The easement hereby granted shall not exceed 15' in width, and Grantee is hereby authorized to designate the course of the easement herein conveyed except that when the pipeline(s) is installed, the easement herein granted shall be limited to a strip of land 15' in width, the center line thereof being the pipeline as installed.

Grantee shall have such other rights and benefits necessary and/or convenient for the full enjoyment and use of the rights herein granted, including without limitation, (1) the reasonable right of ingress and egress over and across lands owned by Grantor which are contiguous to the easement; (2) the reasonable right from time to time to remove any and all paving, undergrowth and other obstructions that may injure Grantee's facilities and appurtenances or interfere with the construction, maintenance, inspection, operation, protection, repair, alteration, testing, replacement, upgrading, relocation (as above limited), substitution or removal thereof; and (3) the rights to abandon-in-place any and all water supply lines, service lines and associated appurtenances, such that Grantee shall have no obligation or liability to Grantor, or their successors or assigns, to move or remove any such abandoned lines or appurtenances.

In the event the easement hereby granted abuts on a public road and the county or state hereafter widens or relocates the public road so as to require the relocation of this water line as installed, Grantor further grants to Grantee an additional easement over and across the land described above for the purpose of laterally relocating said water line as may be necessary to clear the road improvements, which easement hereby granted shall be limited to a strip of land 15' in width, the center line thereof being the pipeline as relocated.

The consideration recited herein shall constitute payment in full for all damages sustained by Grantors by reason of the installation of the structures referred to herein and the Grantee will maintain such easement in a state of good repair and efficiency so that no unreasonable damages will result from its use to Grantor's premises. This Agreement together with other provisions of this grant shall constitute a covenant running with the land for the benefit of the Grantee, its successors, and assigns. The Grantors covenant that they are the owners of the above described lands and that said lands are free and clear of all encumbrances and liens except the following:

\_\_\_\_\_

Grantor does hereby bind itself, its successors and assigns, to **WARRANT AND FOREVER DEFEND**, all and singular, the easement herein granted to Grantee, or Grantee's successors and assigns, against every person whomsoever claiming, or to claim, the same or any part thereof.

The easement conveyed herein was obtained or improved through Federal financial assistance. This easement is subject to the provisions of [Title VI of the Civil Rights Act of 1964](#) and the regulations issued pursuant thereto for so long as the easement continues to be used for the same or similar purpose for which financial assistance was extended or for so long as the Grantee owns it, whichever is longer.

**IN WITNESS WHEREOF** the said Grantors have executed this instrument this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_.

\_\_\_\_\_  
ACKNOWLEDGMENT (Individual)

\_\_\_\_\_  
ACKNOWLEDGMENT (Individual)

**STATE OF TEXAS §**  
**COUNTY OF \_\_\_\_\_ §**

This instrument was acknowledged before me on \_\_\_\_\_ by \_\_\_\_\_.

**(SEAL)**

\_\_\_\_\_  
**Notary Public, State of Texas**

# Starrville-Friendship

## Water Supply Corporation

### RATE SCHEDULE

<b>Base Rate*</b>	
3/4" - 5/8" Meter	\$26.00
1" Meter	\$65.00
Other Meter Sizes	Contact Office

*\*The Base Rate is a meter availability fee. It is due monthly, whether or not water is used.*

<b>Water Usage Rates</b>	
0-2,000 gallons	\$2.50 per thousand gallons
2,001-6,000	\$3.25 per thousand gallons
6,001-10,000	\$4.00 per thousand gallons
10,001-20,000	\$4.75 per thousand gallons
20,001-40,000	\$5.50 per thousand gallons
40,001 and over	\$6.25 per thousand gallons

<b>Other Fees</b>	
Late Payment Fee	\$10.00
Reconnect Fee	\$50.00
Returned Check Fee	\$25.00
Rental Owner Notification Fee	\$15.00 per notification
Customer History Report Fee	\$10.00
Meter Test Fee	\$35.00 + Service Trip Fee
Customer Service Inspection Fee	\$50.00
Regulatory Assessment Fee	.5% of water charges
Service Trip Fee	\$25.00
<i>-after the first hour</i>	\$75.00 per employee per hour
After Hours Service Trip Fee	\$75.00
<i>-after the first hour</i>	\$75.00 per employee per hour

*This is only a partial listing. For a complete list, contact the office to see the Corporate*



**STARRVILLE-FRIENDSHIP  
WATER SUPPLY CORPORATION**

**DISCLOSURE OF PERSONAL INFORMATION  
CONTAINED IN UTILITY RECORDS**

Chapter 182, Subchapter B of the Texas Utilities Code makes confidential a water utility customer's address, telephone number, account records, social security number,<sup>[1]</sup> and information relating to the volume or units of utility usage or the amounts billed to or collected from the individual for utility usage. However, utility customers may elect to authorize disclosure of this information by completing the form at the bottom of this page and returning it by:

Mail:  
Starrville-Friendship WSC  
PO Box 1482  
Gladewater TX 75647

Dropbox:  
24430 Highway 271  
Gladewater TX 75647

Email:  
sfwsc1966@gmail.com

Customers may rescind a request for disclosure by providing submitting a written request to the address above. Your response is not necessary if you wish for your information to remain confidential.

**WE MUST STILL PROVIDE THIS INFORMATION UNDER LAW TO CERTAIN PERSONS.**

Regardless of the confidentiality provision in Utilities Code Sec. 182.052, we must still provide this information to (1) an official or employee of the state or a political subdivision of the state, or the federal government acting in an official capacity; (2) an employee of a utility acting in connection with the employee's duties; (3) a consumer reporting agency; (4) a contractor or subcontractor approved by and providing services to the utility or to the state, a political subdivision of the state, the federal government, or an agency of the state or federal government; (5) a person for whom the customer has contractually waived confidentiality for personal information; or (6) another entity that provides water, wastewater, sewer, gas, garbage, electricity, or drainage service for compensation.

<sup>[1]</sup> See Texas Public Information Act, Government Code Sec. 552.147, for limitations on disclosure of Social Security numbers.

-----  
**Detach and Return This Section**

I authorize Starrville-Friendship WSC to disclose my personal information, including my address, telephone number, usage and billing records if Starrville-Friendship WSC receives a written request for that information.

\_\_\_\_\_  
*Name*

\_\_\_\_\_  
*Account Number*

\_\_\_\_\_  
*Address*

\_\_\_\_\_  
*Area Code/Telephone Number*

\_\_\_\_\_  
*City, State, Zip Code*

\_\_\_\_\_  
*Signature*

# How to Read the RG3 Tesla Meter



Starrville-Friendship WSC bills for every 1000 gallons. The picture above shows usage of 1025 gallons, so the account would be billed for 1000 gallons. Another example, if your meter reads 00000085<sup>26</sup>, then you will be billed for 8000 gallons.

The meter also has indicators for backflow, flow rate, and leaks. See the picture below for more information.

