



**River Acres Water Supply Corporation**  
15602 Northwest Boulevard, Ste. H, Robstown, TX 78380  
Office: (361) 387-2614 Field: (361) 779-9204 Fax: (361) 767-7444

**Welcome to River Acres Water Supply Corporation (RAWS CORP)**

As a customer of RAWS Corp, you will be required to provide us with the following:

- o Completed/signed Application and Confidentiality Notice
- o Membership Fee (Refundable after transfer of the Membership and after all indebtedness has been paid to the Corporation)
- o Proof of Ownership, if applicable (Ex. Copy of Warranty Deed, Settlement Statement)
- o Customer Service Inspection (If you are receiving water service at this property for the first time.)

The information above and any applicable fees must be received in the RAWS office within ten (10) days of closing to avoid disruption of service and further fees assessed.

RAWS is a nonprofit corporation that requires membership for operation. Membership gives you the right to attend monthly meetings where you can learn about the operations of the water utility and to vote at the annual meeting held every fourth Tuesday in April. Monthly meetings of the Board of Directors are held at the RAWS business office at 15602 Northwest Blvd., Ste. H, on the last Tuesday of each month beginning at 6:00 P.M.

**Important dates and payment information to remember:**

Meters are read on or about the 15<sup>th</sup> of each month

Water bills are mailed the last week of each month

Payments are due the 15<sup>th</sup> of the following month

A \$25 Late Fee is assessed after this and a Late Notice is sent

**Late payments are due by 8AM on the 16<sup>th</sup> day of each month**

If your water service is disconnected, a \$100 Disconnect Fee and \$25 Reconnect Fee will be assessed to your account

There is a \$30 charge for all checks returned by the bank. Repeated instances of returned checks may result in a permanent requirement of money order, certified check, or cash for payment on account.

Rates are as follows:

Minimum monthly water bill - \$40.00, includes 2000 gallons water

Remaining usage billed at \$7.50 per thousand gallons

Customer requests for rereads will be billed at \$10 per request unless a recording error has been made.

Payments may be made in one of the following ways:

- o Mail to 15602 Northwest Blvd., Ste. H, Robstown, TX 78380
- o Drop in the payment slot of the front door of the business office at anytime
- o Deliver in person to the business office during office hours: Mon.-Fri., 8AM-12PM, and Mon.-Thurs., 1PM-3PM
- o Set up service with your bank for online banking services to make the payment for you
- o Automatic bank draft (Authorization form and voided check required on file)

We accept cash, checks, money orders, certified checks, automatic bank drafts, debit/credit cards, and checks by phone.

**Important Contact Information:**

Office Manager – (361) 387-2614

Field Manager and After-Hours Emergencies – (361) 779-9204

Thank you and we look forward to serving you!

**RAWS – Responsible About Water Service**





**River Acres Water Supply Corporation  
SERVICE APPLICATION AND AGREEMENT  
RENTAL ACCOUNT**

|                       |
|-----------------------|
| For internal use:     |
| Paid: _____           |
| Date activated: _____ |
|                       |
| Acct. : _____         |
| Meter #: _____        |

Service to Start on: \_\_\_\_\_

**Please read and complete the following application:**

- Applicant will pay a monthly minimum water service fee.
- Applicant will pay a refundable \$200 deposit in advance of service.
- If service is disconnected for nonpayment, a Disconnect fee of \$100.00 and a Trip fee of \$25.00 plus all past-due balances will be paid in advance of restoration of service.
- There will be a \$30.00 processing fee charged on all returned checks.

**Please print the following information:**

**APPLICANT'S NAME:** \_\_\_\_\_

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

**STATE/ZIP:** \_\_\_\_\_

**SERVICE ADDRESS (if different):** \_\_\_\_\_

**EMAIL ADDRESS:** \_\_\_\_\_

**LOCAL PHONE:** \_\_\_\_\_      **WORK PHONE:** \_\_\_\_\_

**DRIVER'S LICENSE #/STATE:** \_\_\_\_\_  
(Please provide.)

|                      |
|----------------------|
| LANDLORD NAME: _____ |
| ADDRESS: _____       |
| _____                |
| PHONE: _____         |

**River Acres Water Supply Corporation**  
**CONDITIONS OF SERVICE**

**CUSTOMER LIABILITY:** Customer shall be liable for any damage or injury to utility-owned property or personnel shown to be caused by the customer, his invitees, his agents, his employees, or others under his control.

**LIMITATION ON UTILITY PRODUCTION/SERVICE LIABILITY:** Public water utilities are required to deliver water to the customer's side of the meter or service connection which meets the potability and pressure standards of the Texas Commission on Environmental Quality ("TCEQ"). The Utility will not accept liability for any injury or damage to individuals or their property occurring on the customer's side of the meter when the water delivered meets these state standards. The utility makes no representations or warranties (expressed or implied) that customer's appliances will not be damaged by disruptions of or fluctuations in water service whatever the cause. The utility will not accept liability for injuries or damages to persons or property due to disruption of water service caused by: (1) acts of God, (2) acts of third parties not subject to the control of the utility if the utility has undertaken such preventive measures as are required by TCEQ rules, (3) electrical power failures in water systems not required by TCEQ rule to have auxiliary power supplies, or (4) termination of water service pursuant to the utility's tariff and the TCEQ's rules. The utility is not required by law and does not provide fire prevention or fire fighting services. The utility therefore does not accept liability for fire-related injuries or damages to persons or property caused or aggravated by the availability (or lack thereof) of water or water pressure (or lack thereof) during fire emergencies.

**EXTENSION AND FACILITIES:** The piping and other equipment on the premises furnished by the Property Owner will be maintained by the Customer at all times in conformity with the requirements of the applicable regulatory authorities and with the service rules and regulations of the Utility.

Except in cases where the Customer has a contract with the Utility for reserve or auxiliary service, no other water service will be used by the Customer on the same installation in conjunction with the Utility's service, either by means of a cross-over valve or any other connection. Customer shall not connect, or allow any other person or party to connect, onto any water lines on his premises. Two places shall not be permitted to be supplied with one service pipe where there is a water main abutting the premises; each shall have separate service lines and meter. For the purposes of this paragraph, each residence shall be construed to be one entity or consuming facility.

It is agreed and understood that any and all meters, water lines and other equipment furnished by the Utility (excepting the Customer's individual service lines from the point of connection to Customer's structures on Customer's premises) is and shall remain the sole property of the Utility, and nothing contained herein shall be construed to reflect a sale or transfer of any such meters, lines or equipment to any customer.

**ASSIGNMENT:** No application, agreement or contract for service may be assigned or transferred without the written consent of the Utility.

**RIGHT OF ACCESS (EASEMENT):** The Utility will have the right of access to the Customer's premises at all times reasonable for the purpose of installing, inspecting or repairing water mains or other equipment used in connection with its provision of water service, or for the purpose of removing its property and disconnecting lines, and for all other purposes necessary to the operation of the utility system including inspecting the customer's plumbing for code, plumbing or tariff violations. This right of access (easement) shall not include the right to construct and maintain production, storage or treatment facilities unless these facilities are required to provide continuous and adequate service to the individual property in question.

**PLUMBING RESTRICTIONS:** The following undesirable plumbing 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 drinking water system by an air-gap only.

- 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 installation of an air-gap only.
- C. No connection which allows water to return to the public drinking water supply is permitted.
- D. 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.
- E. All customers' plumbing connected, directly or indirectly, to the public drinking water supply must conform to the most stringent of: (1) the Southern Standard Plumbing Code, (2) the Uniform Plumbing Code, or (3) the National Standard Plumbing Code.

**APPEAL TO THE BOARD OF DIRECTORS:** Any applicant or existing customer required to pay for any costs not specifically set forth in the rate schedule pages of the Utility's tariff shall be entitled to a written explanation of such costs prior to payment and/or commencement of construction. If the applicant or existing customer does not believe that these costs are reasonable or necessary, the applicant or existing customer shall have the right to appeal such costs to the Utility's Board of Directors.

**CUSTOMER BOUND BY CORPORATION BY-LAWS:** Notwithstanding any provision herein to the contrary, all customers shall be subject to all requirements of the Utility's corporate by-laws as the same may be amended from time to time.

**CUSTOMER AGREEMENT:** BY SIGNING THIS APPLICATION FOR PUBLIC UTILITY SERVICE, I AGREE TO COMPLY WITH THE UTILITY'S TARIFF AND BYLAWS AND ALL RULES AND REGULATIONS OF THE TCEQ AND OTHER APPLICABLE REGULATORY AGENCIES. I GRANT ALL RIGHTS OF ENTRY AND INSPECTION. I GUARANTEE PROMPT PAYMENT OF ALL UTILITY BILLS FOR THE SERVICE ADDRESS PRINTED ABOVE. I AGREE TO REMAIN RESPONSIBLE FOR UTILITY BILLS FOR THIS SERVICE ADDRESS FROM THE DATE SERVICE IS STARTED UNTIL THE DATE SERVICE IS TERMINATED. I UNDERSTAND THAT SERVICE WILL NOT BE TERMINATED VOLUNTARILY UNTIL I REQUEST IT IN WRITING.

**I AGREE TO TAKE NO ACTIONS TO CREATE A HEALTH HAZARD OR OTHERWISE ENDANGER THE UTILITY'S FACILITIES, ITS PERSONNEL, OR ITS CUSTOMERS. I AGREE TO PUT NO UNUSUAL, NON-DOMESTIC SERVICE DEMANDS ON THE UTILITY SYSTEM WITHOUT NOTICE TO AND PERMISSION FROM THE UTILITY.**

**I HAVE BEEN MADE AWARE OF THE COPY OF THE UTILITY'S TARIFF (AVAILABLE IN THE RAWS OFFICE) AND I AGREE TO PAY THE RATES IN THE TARIFF AND ABIDE BY THE REQUIREMENTS IN THIS APPLICATION. I ACKNOWLEDGE THAT THE RATES AND/OR TERMS OF SERVICE IN THE TARIFF MAY BE CHANGED IN THE FUTURE AND THAT I WILL BE SUBJECT TO SUCH CHANGES.**

**APPLICANT SIGNATURE:** \_\_\_\_\_

**UTILITY REPRESENTATIVE:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

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

