

*The following information is provided to Medina County Commissioners Court, Medina County Real Estate Companies and Medina County Surveyors each year.*

**Service Requirements for Developers, Subdivisions and Non-Standard Service within the District's Water Service Area**

The sole purpose of East Medina County Special Utility District (EMCSUD) (the “District”) is to provide potable water for the rural areas of Southeast Medina County. The District’s service area is specified by Certificate of Convenience and Necessity (CCN) #10217 issued by the Texas Commission on Environmental Quality (TCEQ).

This Water Service Availability Notice is being provided to assist you, as well as the District, in meeting the legal requirements of the TCEQ and various state laws. This notice is also provided to inform you that *the District has very specific requirements that must be met before water service will, or can, be made available to any Developer, Subdivider, or Non-Standard Service Applicant within the District's Service area.*

**The District is not required to extend retail utility service to any applicant in a subdivision when the responsible party (Developer/Subdivider) of the applicable property (Subdivision) has failed to comply with the terms of the District's Policy relating to Developers, Subdivisions and/or Non-Standard Service Requirements.**

Please be aware that the District’s definition and TCEQ’s definition of a “Subdivision” may or may not be the same as Medina County’s definition of a “Subdivision”. **The District defines a subdivision as a division of property into two (2) or more pieces.**

Please contact the District for information on the requirements for service to each lot, tract and/or parcel of land for any division of land within the District’s service area before finalizing the subdivision of your land.

**MONTHLY METER READING CALLS**

District Staff will no longer make courtesy calls to customers that do not provide monthly meter **readings beginning in January 2011. Each account that has not submitted a reading by the 25<sup>th</sup> of the month will be subject to a \$35 trip and \$10 meter read fee if we are unable to estimate the meter reading. All accounts that remain unpaid on the last business day of the month will be issued a delinquent payment notice stating that the account will be disconnected for non-payment if payment is not received within 5 calendar days of the notice.**

**PAYMENTS WILL NOT BE ACCEPTED WITHOUT A METER READING**

Payments made to avoid late fees are considered late if they are made without a meter reading.

***RETURNED CHECKS ARE CONSIDERED NON-PAYMENT AND MAY SUBJECT AN ACCOUNT TO DISCONNECT WITHOUT FURTHER NOTICE AND ADDITIONAL LATE FEES***

The District now accepts all major credit cards for payments ONLY AT THE OFFICE.

Online payments are not accepted. A night deposit box is available for after hour payments.

## **THERMAL PRESSURE DUE TO HOT WATER HEATERS**

Starting in 1996 the District started installing dual check valves on all new meter installations to prevent backflow of water from the customer's side of the meter back in to the District's water mains for health and safety reasons. This also prevents electric water heaters from draining and burning up heating elements. Installation of the dual check valve does create a **closed system on the customer side of the water meter**. If you are building a new home or doing renovations be sure your plumber is aware that you have a closed system. Hot water heaters can create **dangerously** high-pressure due to thermal pressure.

You have several options to guard against this becoming a hazard.

- 1) Make sure your hot water heater is equipped with a **T&P valve**. (Temperature and Pressure Valve). **Never plug a leaking T&P valve.** T&P valves should be vented to a drain or vented thru the wall. **T&P valves need to be periodically checked.**
- 2) Install a ballcock with built in relief valve in the toilet tank furthermost from the hot water heater.
- 3) Install a **hose bibb relief valve** on an outside hose bibb.
- 4) Install an auxiliary (Bleeder) **pressure relief valve** for thermal expansion relief.
- 5) Install a potable water expansion tank on the cold-water inlet **before the hot water heater.**

Brochures on the above options can be obtained from the District's Office.

**Discuss the above options with your plumber.**

### **DO YOU KNOW WHERE YOUR SHUT OFF VALVE IS?**

**If you had a major water break do you know where “your” cut off valve is located? Do all family members know where the cutoff is? Would you have to dig dirt away to find and operate the valve? Is the cut off operable by hand or would you have to use a wrench on it? Does the valve shut off completely or does water pass thru when valve is in the off position?**

A broken water line outside a home can create a real mess and sometimes be very costly, but inside a home the problem is even greater. Ability to cut the water off quickly in an emergency can save money and heartaches. Answering the above questions now before an emergency occurs can save time and money. A cut off on your side of the meter is required by District Policy. We also recommend if your home is a distance from your meter, you install a second cutoff where your water line connects to the house plumbing with at least one hose bibb in between cutoff valves.