

# SOUTHERN UTILITIES COMPANY

218 N. Broadway Ave.  
Tyler, Texas 75702

Business Office: 903-593-2588  
Field Office: 903-566-3511  
Rusk & Gregg County: 866-865-5722

## INFORMATION FOR PROSPECTIVE CUSTOMERS CITY of TYLER and CITY of KILGORE

**General:** The principal business of Southern Utilities Company (hereinafter referred to as "Company") is the construction and operation of a public water supply system in suburban areas. The Company management and operation personnel have many years of experience in the utility business and endeavor to operate in a businesslike manner to furnish all customers an adequate supply of high quality water at a fair price. The Company is a tax paying privately owned company and is not financed by public funds from Federal or Local governments. The Federal Housing Administration (hereinafter referred to as "FHA") will accept properties served by the Company's water system for FHA insured mortgages provided the properties otherwise meet FHA loan requirements.

**Cost of Initial Service:** For a standard 5/8" x 3/4" residential water meter, a non-refundable tap fee of \$1,050.00 is required to be paid to the Company before a residential or business facility that is located adjacent to existing water distribution lines is connected to its system. A separate connection is required for each separate residential or business facility. Special arrangements are required before properties which are not located adjacent to existing water distribution lines can be served. Requests for service larger than a 5/8" x 3/4" residential water meter require additional tap fees and must be authorized by management, as larger meters can only be installed in areas of the system where distribution line capacity is adequate. Should a road bore or road crossing be required, the cost of same will be due from the customer (hereinafter referred to as "Applicant") in addition to the prescribed tap fee.

**Cost of Service:** All customers are required to pay a \$50.00 customer deposit, except residential applicants meeting certain criteria, and a non-refundable \$50.00 service initiation fee to the Company prior to implementing potable water service at a service location. This customer deposit is held as security for payment of the customer's account and is refundable in the form of a credit to the customer's account, upon termination of the water service by the customer and payment of all account charges owed up to the service termination date, or after the customer has paid bills for water service for eighteen (18) consecutive months without having service disconnected for nonpayment of bills and without having any occasion in which a bill was delinquent. Interest, at a rate prescribed by the Public Utility Commission, is paid annually in the form of a credit to the customer's account on all customer deposits held by the Company.

The monthly bills issued to individual customers are determined from monthly water meter readings according to the following rate schedule for 5/8" x 3/4" residential meters only:

Minimum Monthly Bill (includes 0 gallons)	\$ 25.62 (Minimum Monthly Charge)
Charge per Thousand Gallons	\$ 2.00 Per 1,000 Gallons, First 6,000 Gallons \$ 2.50 Per 1,000 Gallons, Next 6,000 Gallons \$ 3.50 Per 1,000 Gallons, Over 12,000 Gallons
Docket No. 58540 Rate Case Expense Rider	\$ 0.61 per month per connection
Conservation Surcharge Tax Liability Rider	\$ 2.73 per month per connection
State Mandated Assessment	1% of Total Water Charges

**Billing Information:** Monthly bills are prepared and mailed around the 25<sup>th</sup> of each month. Payment is due in the Company's business office at 218 N. Broadway Ave., Tyler, TX 75702 within sixteen (16) days immediately following the issuance of monthly bills. Should it become necessary to terminate water service to a customer due to non-payment of its monthly bills, payment of a \$25.00 non-refundable reconnection fee, in addition to full and complete payment of all outstanding delinquent bills and/or other applicable charges will be required prior to restoration of water service.

The above stated information is subject to change and/or revision from time to time.

Please do not hesitate to contact us should you have any additional questions regarding our services, rates, billing procedures, etc.