WELCOME AND INFORMATION FOR NEW APPLICANTS

STEPHENS REGIONAL SPECIAL UTILITY DISTRICT

P.O. Box 1621 Breckenridge, Texas 76424
Phone: 254-559-6180 Fax: 254-559-3820 Email: StephSUD@srsud.com
www.stephensregionalsud.com

Welcome to our system. We trust the information on the sheet will be helpful to you in the future.

PERSONNEL

Leshia Brewster, Office Manager
Amanda Bolgiano, Accounting Clerk
Barbara Josselet, Accounts Receivable Clerk
Kelvin Nickell, WTP Distribution Operator
Gary Brockman, Field Operations Manager

OFFICE HOURS: MONDAY THROUGH FRIDAY 8:00 AM TO 5:00 PM

CLOSED ON HOLIDAYS AND WEEKENDS

AFTER HOURS EMERGENCYS CALL:

GARY BROCKMAN	(254)212-9980 (CELL)
KELVIN NICKELL	(254)488-2333 (CELL)

BILLS ISSUED ON OR ABOUT THE 1TH OF EACH MONTH AND ARE DUE BY THE 15TH OF THE SAME MONTH TO AVOID LATE PENALTIES.

CURRENT MONTHLY SERVICE CHARGE (Monthly Minimum)		$ 67.50
CURRENT GALLONAGE CHARGE PER EACH THOUSAND GALLONS:	up to 5,000	$ 7.00
	5,001 to 15,000	$ 7.65
	15,001 to 25,000	$ 8.80
	25,001 to 40,000	$ 9.65
	40,001 & up	$ 10.50

LATE PENALTIES ($5.00 or 10%, whichever is greater, of the current month's charges)

TCEQ (Texas Commission on Environmental Quality) Assessment Fee of .005 of monthly minimum water bill

***NOTE:** *All fees and charges are subject to change from time to time as approved by the Board of Directors in accordance with the District's approved Service Policy.* OUR OFFICE DOES ACCEPT PAYMENTS BY CREDIT CARD.

SERVCE INVESTIGATION FEE (for standard residential service)	$ 200.00
NON-STANDARD SERVICE INVESTIGATION FEE (determined as per Service Policy) (Contact Office)	
IMPACT FEE	$ 2,800.00
RECONNECT FEE	$ 75.00
AFTER HOUR OR HOLIDAY RECONNECT FEE	$ 150.00
SERVICE TRIP FEE	$ 75.00
AFTER HOUR AND HOLIDAY SERVICE TRIP FEE	$ 150.00
CUSTOMER SERVICE INSPECTION FEE (PLUMBING INSPECTION)	$ 150.00
METER TEST FEE ($50 Testing fee plus $75 Service Trip fee)	$ 125.00
RETURNED CHECK FEE	$ 30.00
CUSTOMER DEPOSIT	$ 300.00
TRANSFER FEE	$ 50.00
STANDARD RESIDENTIAL METER INSTALLATION FEE	$ 1,624.00
LINE EXTENSIONS & ROAD BORES QUOTED ON A PER APPLICATION BASIS	$ CALL

COPIES OF THE SERVICE POLICY AND OTHER DISTRICT DOCUMENTS ARE AVAILABLE FOR INSPECTION OR COPYING AT OUR OFFICE DURING NORMAL BUSINESS HOURS.

PLEASE REPORT ALL LEAKS, VANDALISM, OR SUSPICIOUS ACTIONS TO OUR OFFICE.

CALL BEFORE YOU DIG TO AVOID DESTRUCTION OF PROPERTY AND REPAIR COSTS.

THANK YOU FOR ALLOWING US TO SERVE YOU.

Stephens Regional Special Utility District is an equal opportunity provider and employer.

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form (PDF), found online at http://wwww.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U. S. Department of Agriculture, Director, Office of Adjudication, and 1400 Independence Avenue. S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov."