Twin Creek Water Supply Corporation

Service Inquiry Fee Policy and Provisions

This policy establishes the terms for which a Service Inquiry Fee or an Engineering Study Fee will be imposed when determining the availability and cost of establishing water service connection(s) to a specific property location.

A Service Inquiry Fee of $175 was approved 8-11-2026 by the Corporation Board of Directors to be implemented for inquiries about water service availability beginning September 1, 2026. This fee applies to any service inquiry resulting in no more than 2 standard water service connections on a single tract of land.

In lieu of a Service Inquiry Fee, a non-refundable Engineering Study Fee will be applicable for service inquiries of more than 2 water service connections on a single contiguous tract of land. Engineering fees will be at the rates established by the Corporation's contracted engineering firm and commensurate with the amount of connections being requested.

The provisions of this policy are also to be included in the Corporation Tariff, under Section G "Rates and Service Fees".

DEFINITIONS

Water Availability Inquiry - Any person that contacts a Corporation representative seeking information about the location, size, or capacity of a Corporation water line in relation to a specific property location, or any person that asks a Corporation representative about the cost of establishing standard or nonstandard new tap connection(s) to a specific property location where a water connection did not already exist, or that asks about adding a connection(s) to a specific property location where a water connection does exist, is deemed to be asking about the availability of water service.

Nonstandard Service – Any service request which requires a larger meter service or an addition to the supply, storage, and/or distribution system. It is applicable to subdivisions, additions to subdivisions, developments, or whenever additional service facilities are required for a single tract of property. Examples of nonstandard services for a single tract of land include road bores and line extensions or line upgrades.

Developer – Any person, partnership, cooperative corporation, corporation, agency, or public or private organization who subdivides land or requests more than 2 water service connections on a single contiguous tract of land.

FEE CONDITIONS

a) Non-refundable unless the property location is found to be outside of the Corporation's legal service area (CCN).
b) Must be paid at the time of inquiry and prior to receiving any response from the Corporation.
c) Persons subject to the fees include members, non-members, renters, occupants, realtors, developers, or any other interested party considering the sale or purchase of property.
d) If the Service Inquiry Fee is paid by the property owner and leads to their new service activation, an amount equal to the fee will be credited to their new water account.
e) Payment of fees by a realtor or developer are not eligible for credit toward any new water account.

f) In the event of multiple inquiries regarding the same property location or property boundary, the fee will be assessed for each inquiry regardless of the time passed between inquiries or the persons making the inquiry.
g) A Service Inquiry fee will not be collected from a buyer of property for which a realtor or developer has previously paid the fee, provided the realtor or developer has properly informed the buyer of their payment.
h) Service Inquiry Fee amount is subject to change by motion of the Corporation Board of Directors.
i) Engineering Fee amounts are pass-through costs and subject to change to reflect the rates in effect at the time an engineering study is initiated.
j) Discretion of the General Manager is permitted to determine which fee is appropriate for the inquiry circumstances.

RECORDKEEPING

a) Service Inquiry Fees will be tracked as credit and debit adjustment transactions through the Corporation's utility billing software and reported each month to the Board of Directors.
b) Engineering Study Fees will be recorded in the Corporation's accounting software and reported each month to the Board of Directors.
c) Any exercise of discretion made by the General Manager will be documented and filed with the service inquiry records.

This policy as endorsed August 11, 2026 will remain in effect until amended or cancelled by the Corporation Board of Directors.

President, Twin Creek Water Supply Corporation

Secretary, Twin Creek Water Supply Corporation