



Emerald Bay Municipal Utility District
Special Session Minutes
Wednesday, December 15, 2021.

The Board of Directors of the Emerald Bay Municipal Utility District met at the District Office, 155 LaSalle Road, Bullard, TX 75757. Present were Directors Barry Botti, Dwight Cole, Inge Grant, Bill Harris, and Becky Kirkpatrick.

President Harris called the meeting to order at 4:30 PM.

President Harris made a motion to approve the minutes of October 18, 2021. Director Botti seconded the motion, and the motion passed unanimously.

President Harris introduced the proposed New District Billing Policy which would be presented to the Emerald Bay community in the January 2022 edition of the Rainbow Review.

Director Botti made a motion to approve the proposed letter as presented. Director Grant seconded the motion. The motion to approve the letter to the community passed unanimously.

There being no further business, Director Harris adjourned the meeting at 4:49 PM.

William F. Harris
President

Becky Kirkpatrick
Secretary

Attachment: Letter to Emerald Bay community regarding new District billing policy.

New District Billing Policy

As most of you are aware the District has always had a very liberal billing and collection policy with regard to when water/wastewater services are terminated for non-payment. At present we allow an account to be delinquent 55 days before we terminate services. At that point, we require a \$100.00 disconnect fee, a \$100.00 reconnect fee, a \$350.00 deposit, and payment in full of the outstanding balance before services are restored. Please note that most water suppliers have a much more restrictive policy. Some consider an account past due in as little as 10 days, and many require security deposits to begin service.

Unfortunately, over the past few years, we have had some problems with the timely remittance of payments. In addition, we have had problems with new customers failing to turn in the required paperwork to start services. These papers are required by Board policies and some are required by Texas State Law.

The current policy has resulted in a few instances where a property owner has left the community without clearing their account. This revenue loss has to be absorbed by the rest of us.

For this reason, the board has revised its billing policy as follows:

1) Any account delinquent over 30 days from the 1st of each month will have services terminated. A \$100.00 disconnect fee, a \$100.00 reconnect fee, a late payment fee, and a \$350 deposit will be required to restart services. Payment in full will be required before service is reinstated.

2) When a property changes ownership, the water meter will be **locked** on the date requested by the current owner to have the water and sewer service terminated. The final bill for the current customer will be calculated from the termination date requested. Additionally, water and wastewater service will **not** be reinstated until an application for service and all State and District required paperwork has been completed by the new owners.

Note: New owners can make application and complete all paperwork at the District office prior to the termination date requested by the current owner to avoid any interruption in service.

3) There have been a couple of instances where the post office has failed to deliver water bills in a timely manner due to reasons of their own. The following policy is in effect regardless of whether the post office delivers statements or not:

If you don't receive a bill from us, please call the District office in a timely manner and we will assist you in getting your payment completed on time. We also recommend that you take advantage of account drafting to avoid late charges.

This policy will be effective beginning with the February 1, 2022 billing cycle.

Approved by Board of Directors at Special Board meeting held December 15, 2021.