

12.4 ~~HARDSHIP EXTENSION PROGRAM~~

12.4.1 ~~Program Outline~~

~~The Hardship Extension Program assists single customers with the costs for SAWS' extension of water and wastewater services to their residences. This program applies only to single family residential lots within SAWS' water and wastewater certificated service areas where the customer lives or will live on the property upon the connection of water or wastewater service. The petitioner must own the property to be served and all property taxes must be paid up to date or verifiable arrangements made to pay back taxes. SAWS' assistance under this program is in the form of an installment payment agreement. Unpaid costs of the main extension and service connection (including impact fees, pro-rata charges, and the extension charges), with interest equal to SAWS' the cost incurred by SAWS, may be paid monthly over a period not to exceed five years. A lien in favor of SAWS will be placed on the property until the balance is paid in full. Refunds from the proceeds of the pro-rata charges collected from other customers who connect to the main extension will be credited to the assisted customer's monthly payment. A customer account charge, if required, and a lien recording fee may not be financed through this program.~~

12.4.2 ~~Procedures~~

~~An applicant for assistance under the hardship extension program must submit a letter to SAWS documenting the nature of the applicant's hardship. SAWS staff will determine the costs of the service extension and develop a proposed monthly payment plan. Applications will be approved administratively if the cost to the single customer is less than the dollar amount for which Board approval is required.~~

12.4 SINGLE CUSTOMER EXTENSION PAYMENT PLAN

12.4.1 Payment Plan Outline

The Single Customer Extension Payment Plan assists individual customers with the costs for SAWS' extension of water and wastewater services to their residence or small business. This payment plan applies only to single-family residential or small business commercial lots within SAWS' water and wastewater certificated service areas where the customer will live or own and operate a small business on the property upon the connection of water or wastewater service. The petitioner is limited to one active Single Customer Extension Payment Plan. The petitioner must own the property to be served and all property taxes must be paid up to date or verifiable arrangements made to pay back taxes. SAWS' assistance under this payment plan is in the form of an installment payment agreement. The costs of any pre-installed main extension and service line connection incurred by SAWS, (including impact fees, pro-rata charges, and the extension charges), with interest equal to SAWS' costs, may be paid monthly over a period not to exceed five years. No other costs, including the customer's construction costs, may be included in the payment plan. A lien in favor of SAWS will be placed on the property until the balance is paid in full. In the event the customer installs a pro-rata eligible main extension, any refunds from the proceeds of the pro-rata charges collected from other customers who connect to the main extension will be credited to the assisted customer's monthly payment. A customer account charge, if required, and a lien recording fee may not be financed through this payment plan.

12.4.2 Procedures

An applicant for assistance under this payment plan must submit a letter to SAWS documenting

the nature of the applicant's request. SAWS staff will determine the costs of the service extension and develop a proposed monthly payment plan. Applications will be approved administratively if the cost to the single customer is less than the dollar amount for which Board approval is required. In order for a small business to qualify for this payment plan, the small business must: i) be certified as a small business by the South Central Texas Regional Certification Agency; ii) currently obtain service via a private septic or water well system; and iii) disconnect from a private septic or water well system immediately upon connection to the SAWS' system.

(This section amended by SAWS Board Resolution #18-125, approved June 5, 2018, entitled Amendment)