

Non-Standard Water Request FAQ

Q Why is an evaluation needed?

A Your new service request is considered a non-standard service request. The following are common examples of non-standard service requests (but not limited to these examples):

- Requests for additional meters on property that is being subdivided or already has a meter
 - If more than one meter is being requested for a single piece of property
 - Requests for meter sizes above the standard 5/8" x3/4" meter
 - Properties that do not have existing on-site waterlines
 - Properties where the waterline or water infrastructure is deemed to be at or near capacity
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Q What happens next?

A A water study will need to be conducted with the Water Utility Provider's Engineer, Dunaway Associates, LLC. Please contact the engineer's office at 972-784-7777.

The engineering office will provide a water study application form and will provide applicable fees for the study. Once the application has been received and applicable fees have been paid, the water study application will go into the engineering queue. Once the request is complete, an evaluation letter will be provided to the applicant, along with a waterline exhibit.

Q What is the average turnaround for a water study?

A Water studies take on average 8 weeks to complete. The water utility provider must review and approve the water study before it is provided to the applicant.

Q What is provided with the water study?

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- An evaluation letter will be provided. This letter advises if any modifications are needed to the water system to serve the requested meters. If modifications are needed, a summary of improvements will be provided.
 - An improvement exhibit will be provided as well. It provides a visual of what the evaluation letter is explaining from a map view.
 - An opinion of probable construction costs (OPCC) for necessary improvements may be provided, upon request, as part of the initial application fee. Note: This is just an estimate of opinion based on recent similar projects and current market conditions. Actual bids or pricing from contractors may come in higher or lower than the estimate.
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Q What happens after I receive the water evaluation results?

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- If the evaluation letter did not advise that system improvements are needed, then contact the water utility provider to request a meter and pay applicable fees provided by the district.
 - If the evaluation letter advised that water system improvements are needed, and you are interested in proceeding with construction, then the following should occur:
 - Please advise the engineer's office that you would like an opinion of probable construction costs (OPCC), if one has not yet been provided, to determine potential costs.
 - After receiving the OPCC, if you wish to proceed with construction, notify the district to request next steps. Depending on the project scope, you may be referred to the district engineer's office to complete the design work and bidding process.
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Q What if I have questions or concerns regarding the evaluation results?

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- You may bring your questions or concerns to the water utility provider's attention. Please note that the water evaluation recommendations are in accordance with the water utility provider's standard requirements and the Texas Commission on Environmental Quality minimum requirements for water pressure and flow capacities. In most cases, no changes to the evaluation can be made as it could be to the detriment to the existing water system.
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