



Meter Study Process

Welcome to Crystal Clear Special Utility District 💧

Meter Studies – Process Overview

A meter study is required in the event a customer needs one living unit equivalent (LUE) 5/8” residential or commercial meter on raw land. To get started, they must fill out a Service Availability Request Form (SARF).

Please keep in mind:

- Per TCEQ rules and regulations, two dwellings cannot be hooked up to one 5/8” meter.
- If the meter is selected for “commercial” use, please specify the type of business on the form (e.g., gas station, office, etc.). Daily usage flows would likely be required to submit in order to determine if it exceeds one LUE.

To begin the Meter Study process, please complete the Service Availability Request Form (SARF) and provide a valid 911 service address and/or PID numbers for the property. Please note that property descriptions cannot be accepted in place of a 911 address.

Once the SARF is received, CCSUD staff will provide a copy of the system map. The customer will then need to mark an “X” on the highlighted waterline to indicate the approximate desired meter location.

In addition, the proposed meter location must be clearly marked at the physical property using stakes and/or spray paint. An inspector and or CCSUD team member will evaluate the location of the stake to ensure nothing is hindering service to the customer or District (ex: not in the right of way, in close proximity to the waterline, etc.) In the event there is an issue, the technician will relocate the stake and notify the customer. A picture or description of the marked location, along with the completed form and marked map, must then be emailed to projects@crystalclearsud.org.

Important reminders:

- The meter must be installed on property they own or within a private utility easement at the front where our line is located.
- If a customer does not own frontage, they will need to confirm whether a utility easement exists in order to install their waterline on a property they do not own. We can provide guidelines and direct them to the FAQ on our website, but it is the customer’s responsibility to handle this, CCSUD does not aid any further.

Meter Study Fee

The meter study fee for one standard 5/8” residential or commercial meter study is \$600.00 (\$400 engineer fee, \$150 Service Fee, \$50 Admin Fee – all non-refundable).

Please note:



- Study fees are estimated, and additional fees may be required depending on field conditions or engineering review.
- If additional costs are necessary, Crystal Clear SUD will invoice the customer accordingly.

Project review and processing may pause until all outstanding balances are paid.

Payment Information

Payments must be made payable to Crystal Clear SUD in one of the following forms:

- Check
- Money Order
- Cashier's Check

Payments may be mailed or delivered to:

Crystal Clear SUD
2370 FM 1979
San Marcos, TX 78666

Please include the service address and "Meter Study" in the memo line to ensure proper processing.

What Happens Next?

Once all required documents and payment are received:

1. CCSUD staff will verify the proposed meter location at the property.
2. The application will then be forwarded to our third-party engineering team for review.
3. The meter study will determine:
 - Whether sufficient system capacity is available for service
 - Whether a road bore or other construction requirements are necessary.

If system capacity is unavailable at the requested location, the engineering team will provide estimated construction costs needed to extend service to the property.

Please note:

- If a road bore is necessary, please keep in mind permits must be obtained and the timing of those permits are out of the Districts control. This will add additional wait time to your meter install.
- Construction estimates provided do not include standard service fees.
- Only the property deed owner may establish the utility account.



Standard Service Definition

A Standard Service is defined as service provided from an existing water line where:

- No line extensions are required
- No special engineering or design considerations are necessary

Standard water service is typically provided through a 5/8-inch meter connected to an existing water line.

Additional Information

- Meter Studies generally require approximately 4–6 weeks for completion.
- Completed Meter Studies expire 90 days from the date issued.

For additional questions, please email projects@crystalclearsud.org.



Service Availability Request Form

Please Print:

Date: _____

Applicant or Company Name: _____

Location Address of Service Requested: _____

What will be the primary usage of water? Residential Commercial Industrial Other _____

Mailing Address: _____

Email Address: _____

Phone: Home (_____) _____ - _____

Cell (_____) _____ - _____

This Service Availability Form is a “conditional” approval for a standard service based on current conditions of the system. Service cannot be confirmed until application for service is accepted and fees have been paid. This approval is for one 5/8” meter only and voided after 90 days of receipt or if the system conditions change due to other applications or service commitments. Please see our Meter Study Process sheet to ensure you have all the items necessary to complete this request form.

Signature below acknowledges acceptance of the above terms.

Signature

Print Name

BELOW THIS LINE FOR OFFICE USE ONLY:

Application Taken By: _____ Date Received: _____

Amount Paid: _____

Service Availability Request Form Map Stake Fees paid

Non-Discrimination Statement

*This Institution 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, found online at http://www.ascr.usda.gov/complaint_filling.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, 1400 Independence Avenue, S.W. Washington, D.C. 20250-9410, By fax (202) 690-7442, or email at program.intake@usda.gov.