

Attached are the following documents for your review and completion: Application for Non-Standard Water Service Investigation, Credit Card Authorization Form, and Non-Standard Water Service Investigation FAQs. Please complete the application and return it along with the required fee payment. The fee schedule can be found on page 2 of the application.

**We will also need a copy of the plat AND a vicinity map. If you have a proposed lot layout that would be helpful as well.**

You may return the completed application and supporting documents via **email** (PDF format preferred). If a photo is your only option, that is acceptable—just ensure the image is clear and legible.

Alternatively, you may mail the materials to our office at:

**DUNAWAY ASSOCIATES**

Attn: Shelby Smith

PO Box 606

Farmersville, TX 75442

**Business Hours:** Monday–Thursday, 8:00 AM–4:00 PM

Please note:

- We offer the option to pay by **credit card**. A 3% processing fee applies to all credit card transactions. The authorization form is attached for your convenience.
- **Water studies currently take approximately 6–8 weeks** to complete due to a high volume of requests. Larger-scale projects may require more time.
- Our review process operates on a **first-come, first-served basis**; unfortunately, we cannot expedite requests.
- Once the engineering evaluation is complete, it will be submitted to the listed water entity for approval. After approval, we will send the finalized evaluation to the email provided on the application.

Please be aware that we are unable to provide status updates during the evaluation process. Updates will only be available once the study has been completed and approved.



## INITIAL NON-STANDARD WATER SERVICE INVESTIGATION REQUEST

Water Company:	
Development Name (If applicable)	
Applicant Name:(if you are the real estate agent, engineer, or etc., please put the buyer/seller name that is needing this request, then put your name and title after)	
Applicant Company Name:	
Mailing Address: (if paying with credit card, please list the billing address)	
Applicant Phone Number:	
Applicant Email:(Evaluation will be emailed to this email address, if there is more than one that would like to receive it, please list all email address)	
Property Location: (Address)	
Property ID Number & County (Required)	
Number of acres:	
Number of proposed lots: (Required)	
Number of Meters Being Requested (Required):	
Fire Flow Requirements(if applicable, check with your county, we will not provide information, if you do not fill this in)	
Please provide a brief summary of what property will be used for:(if you need more room, please attach a separate letter/paper)	
Number of proposed Phases (If applicable)	
Phase 1 Number of lots and proposed date	
Phase 2 Number of lots and proposed date	
Subsequent Number of lots and proposed date	

You can email application and map/lot layout to [Shelby.Smith@dunaway.com](mailto:Shelby.Smith@dunaway.com)

**Dunaway**

**118 MCKINNEY STREET | PO BOX 606 | FARMERSVILLE, TEXAS 75442**

**OFFICE 972-784-7777 |**

[WWW.DUNAWAY.COM](http://WWW.DUNAWAY.COM) FIRM REGISTRATION NO F-1114



**Note: Must attach vicinity map and proposed lot layout.**

Please mail the check for your applicable fee(s) to the address below. PLEASE  
MAKE CHECKS PAYABLE TO: DUNAWAY

Note: The fees for this initial analysis are non-refundable.

Dunaway  
Attn: Shelby Smith  
PO Box 606  
Farmersville, TX 75442

We do accept credit card payments. Please note an additional credit card processing fee will apply on all credit card payments (see table below).

**Fee Schedule:**

Number of Lots	Initial Fee	Credit Card Processing Fee if Paying by Card (not applicable on check or cash payments)
1-99	\$1,000.00	\$30.00
100-199	\$1,750.00	\$55.00
200-499	\$2,750.00	\$90.00
500 or Greater	TBD	N/A

**PLEASE READ THE FOLLOWING BEFORE SIGNING AND SUBMITTING APPLICATION**

- The applicable fee, from the table above, specifically covers only the initial evaluation, initial waterline exhibit, and initial cost estimate of opinion.
- All provided recommendations (evaluation letters) are final and will not be altered.
- If the scope of the initial request changes, then a new evaluation will be required, and a new evaluation fee will apply.
- Any questions/concerns from the applicant regarding the water study results and all future correspondence shall be directed to the Water District.
- I understand that the water study does not constitute a contract between the applicant and the engineer. The water request study is being performed on behalf of the water provider.
- Once your application is in our queue, we are unable to provide status updates. Therefore, there's no need to email or call for updates. If more than 10 weeks have passed since your submission date, you may follow up at that time. Please note that holidays are not included in the 10-week timeline, so if a holiday falls near the 10-week mark, processing may extend until after the holiday.

Please sign below to acknowledge this form and all information contained there-in.

\_\_\_\_\_  
Signature of Applicant

\_\_\_\_\_  
Date Signed

Please note, water investigation studies typically take 6-8 weeks on average to complete (larger studies may take longer). Completed studies are sent to the water provider once completed and they must be approved by the water provider before we can release the results to the applicant.

You can email application and map/lot layout to [Shelby.Smith@dunaway.com](mailto:Shelby.Smith@dunaway.com)

Dunaway

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# Non-Standard Water Request FAQ

## Q Why is an evaluation needed?

**A** Your new service request is considered a non-standard service request. An evaluation is needed to determine what is required to service the requested meters.

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
  - If more than one meter is being requested for a single piece of property
  - Requests for meter sizes above the standard 5/8" x 3/4" 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.

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## 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.

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## Q What is provided with the water study?

- A**
- 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.
-

## Q What happens after I receive the water evaluation results?

- A
- 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.
- 

## Q What if I have questions or concerns regarding the evaluation results?

- A
- 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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## Credit Card Authorization Payment Form

### Cardholder Information

Full Name: \_\_\_\_\_

Billing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP Code: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

### Credit Card Details

Card Type: ☐ Visa ☐ MasterCard ☐ American Express ☐ Discover Card Number:

\_\_\_\_\_

Expiration Date: \_\_\_\_/\_\_\_\_ CVV: \_\_\_\_\_

### Authorization Details

I, \_\_\_\_\_, authorize Dunaway to charge my credit card for the following:

Amount: \$\_\_\_\_\_

Purpose of Payment: Water Service Investigation Request Application Fee

This authorization is for a ☒ One-time

### Cardholder Authorization

By signing below, I acknowledge that I am the authorized cardholder of the credit card listed above and authorize the charges specified.

Cardholder Signature: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

### Business Use Only

Processed by: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_