

City of Magnolia
Interim Procedures for Processing Water Meter Applications

To begin removing the backlog of requests for water meters, the City of Magnolia will be using the following interim procedures to issue meters up to the meter allocations approved by Council in May 2023. These procedures will be rescinded once City Staff has determined it is operationally acceptable to issue meters per the full allocations published in May 2023. The moratorium currently remains in effect and meters are being issued at the discretion of the City based on the available capacities and capabilities of the system. As such, the City may be required to adjust the number of meters being issued each week or stop issuing meters.

1. Water meter applications will be accepted on a limited basis each week and will be by appointment only. To schedule an appointment, you are required to email Crystal Supak (csupak@cityofmagnolia.com). No phone calls will be accepted to schedule an appointment – email only. If an applicant chooses to cancel an appointment after it is scheduled, it should be canceled by sending an email to Crystal Supak.
2. Emails for appointment requests will only be accepted between 9 am and 11 am on Mondays of each week. **An email can include an appointment request for one meter only. Multiple appointment requests for multiple meters should not be included in one email (no exceptions).** Emails for appointment requests received before 9 am or after 11 am on Mondays will not be read and will be deleted. Example email:

Subject: Request for Appointment to Submit Water Meter Application

Name: John Doe

Location: 12345 City St.

Name of Development and/or Developer

Include all your relevant contact information in your email so we can notify you of the appointment date and time. It is permissible to request a delivery receipt and/or read receipt when sending an email to request an appointment.

3. All appointments will be scheduled in the order we receive the emails – first received, first scheduled. You will be notified by email after 11 am on the Monday you email your request that your appointment has been scheduled and it will include the date and time for your appointment. Please note that we are currently proceeding with limiting you to 50% of your allocations for the first month (as approved in May 2023). We do intend to increase this in the coming months, if possible. There is no need to submit more emails than 50% of the first month allocations.

If you do not receive a confirmation email with the date and time for your appointment, then you do not have an appointment and you are required to send another email request the next Monday to schedule an appointment. Do not contact City Staff via phone or email to check on

whether or not your appointment was scheduled or when your meter will be installed because it keeps them from scheduling appointments, processing applications and performing other job duties.

4. The number of appointments that will be scheduled for the following week will be posted on the city website the previous Friday afternoon. The number of appointments scheduled for each week will likely vary and will not necessarily be the same each week.
5. Physical address must be posted on house/building for meter technicians to easily see so they can identify they are at the correct address. The area around the meter box must be clean and the meter box must be accessible to meter technicians. If you do not follow this requirement, the meter technician will leave, your application will be voided, and your application fee will not be refunded. You will be required to schedule another appointment through email following the procedures listed in this document and pay another application fee.
6. Items needed when you arrive for your appointment to submit an application:
 - a. Fully completed application.
 - b. Plat or plot plan showing platted name of subdivision, lot number, block number and physical address of lot (Example: Mill Creek Estates Section 5, Lot 55, Block 5, 12345 City St, Magnolia, Texas).
 - c. Three (3) checks as follows:
 - i. Check 1: \$35 Non-Refundable Application Fee + \$200 Deposit. Total check amount of \$235. (Deposits for meter sizes larger than 3/4 or 5/8 are \$350 plus an additional \$35 application fee making the total check amount \$385)
 - ii. Check 2: Tap Fee if not already pre-paid (amount varies depending on size of meter).
 - iii. Check 3: Impact Fee if not already pre-paid (amount varies depending on size of meter).

*** Note: Checks can be completed during appointment.
 - d. Proof of framing inspection. Application will be rejected without proof of framing inspection.
7. If an appointment is scheduled and you're late or you miss it, you cannot reschedule for later that day or week and are required to schedule another appointment by email following the procedures listed above.