

The image shows the exterior of a modern building with a grey metal facade and red brick accents. The text "BRIDGESTONE M.U.D. OPERATIONS & WATER EDUCATION CENTER" is mounted on the wall above a large glass entrance. The address "19720" is visible on the glass. The building is set against a clear blue sky.

BRIDGESTONE M.U.D.
OPERATIONS & WATER
EDUCATION CENTER

**Bridgestone Municipal
Utility District**

***Application Submittal
& Process Guidebook***

Last Revised in August 2024

INTRODUCTION:

In order to provide public utilities and services within the Bridgestone Municipal Utility District (Bridgestone), plans and requests must be submitted, reviewed, and approved by Bridgestone prior to the commencement of construction.

This guidebook details the steps (from the first review through approval) involved in submitting an application. This information will help Applicants with little or no experience with Bridgestone's application process. Experienced professionals will also find this information valuable while setting schedules and expectations.

All applications and submittals must occur through our secure Application Submittal Portal (Portal). This Portal is designed to make the submission process easier and more efficient for Applicants. By utilizing this centralized platform, you can ensure that your application is received, reviewed, and processed in a timely manner.

Please access the Portal via Bridgestone's website under Utilities/ Online Submittals or by using this link: <https://bridgestoneportal.quiddity.com>.

AVAILABLE APPLICATION TYPES & RELEVANT INFORMATION AVAILABLE ON THE PORTAL:

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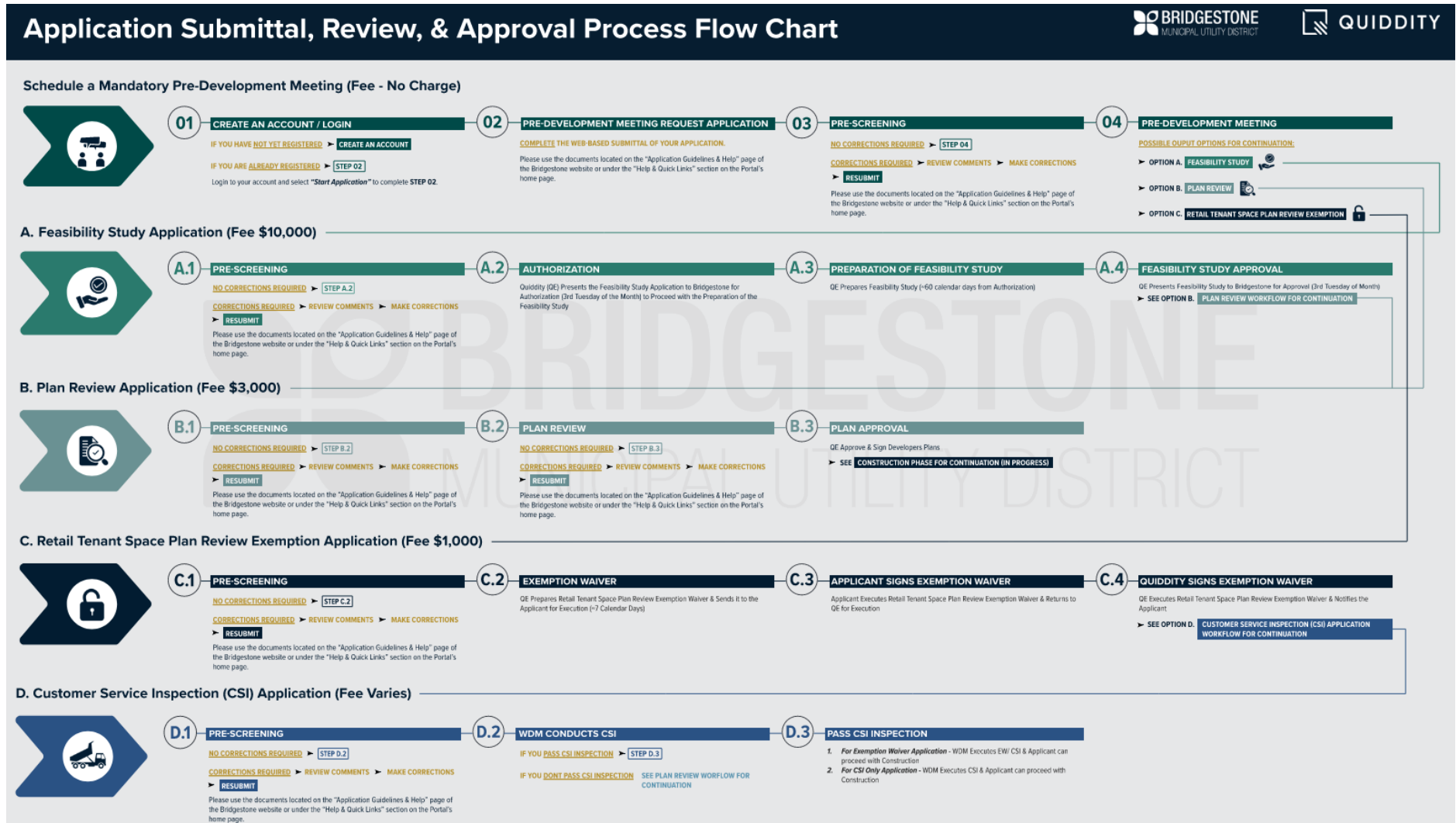
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ELECTRONIC APPLICATION (START TO FINISH) PROCESS FLOW CHART

Bridgestone’s process for application submittal, review, and approval includes the following steps. Please refer to the "Help & Quick Links" tab located on the Portal main page for the full-size exhibit.

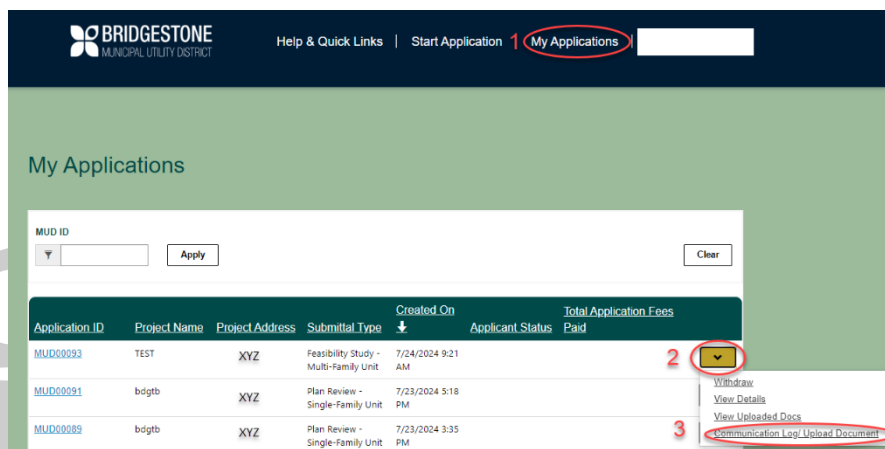


KEY TO SUCCESS: It is highly encouraged that all Applicants review the following documents before starting an application to better understand all required items. Most, if not all, answers can be found within documents located on Bridgestone's website or the "Help & Quick Links" tab located on the Portal main page.

- Required Application Information, Documents, & Fees – "What you need to have ready and know to complete your Application"
- Application Submittal & Process Guidebook

PLEASE NOTE: For all stages of the application review process, communication must take place via the Application's Communication Log, which can be found on the "My Applications" page of the Portal. In addition to the Communication Log, Applicants will be automatically notified of application status updates via the email address(es) provided during submission.

DO NOT SEND SEPARATE EMAILS OR MAKE PHONE CALLS TO BRIDGESTONE'S APPLICATION TEAM.



1. PRE-DEVELOPMENT MEETING (MANDATORY)

A mandatory **Pre-Development Meeting** to have an informal discussion for the purpose of obtaining general information about the application process; better understanding what Bridgestone and other agencies with jurisdiction may require to set realistic schedules and expectations for your project; asking any questions that relate to your property; and/or identifying potential obstacles that may impact your Development. It includes the following steps:

STEP 1 – CREATE AN ACCOUNT & LOGIN

- To start the application process, you must first create an account by clicking on the **"Register"** button on the Portal's home page.
 - Be sure to double-check the contact information for your account; once an application is started, you cannot change it.
 - Applicants will receive an email notification confirming account creation.
- For step-by-step instructions on setting up an account, please refer to the **"Help & Quick Links"** tab located on the Portal main page.

Once you create an account/or already have one, click on the **"Sign In"** tab in the upper right corner of the home page to log in. Now, you are ready to submit an application (Step 2).

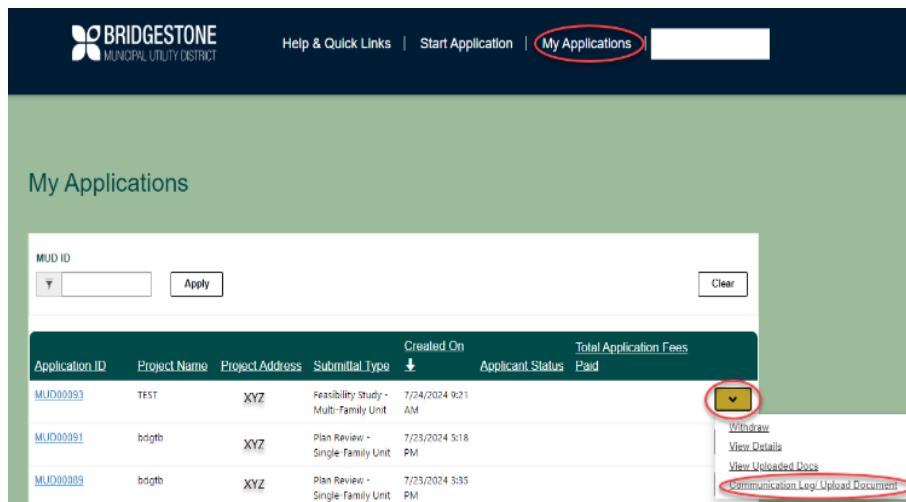
STEP 2 – COMPLETE & SUBMIT APPLICATION

- The Applicant completes and submits the appropriate application to the Portal by clicking on the **"Start Application"** tab at the top of the portal page.
- For step-by-step instructions on submitting an application, please refer to the **"Help & Quick Links"** tab located on the Portal main page.
- Once an application is submitted, the Applicant will receive an email informing them their application will undergo a Pre-Screening Review (Step 3).

STEP 3 – PRE-SCREENING REVIEW

- Once submitted through the Portal, the application package will undergo a Pre-Screening Review. The Pre-Screening Review step includes a cursory review of the application information and uploaded documents in preparation for a formal review by the Bridgestone Application Team. Please allow approximately **up to 3** business days (pending workload) to complete this step.

- The Bridgestone Application Team will review all information and documents submitted for completeness and will notify the Applicant through the Application's **Communication Log** if any information or documents are missing (see image below for the location of the **Communication Log** and where to **View Uploaded Documents** within the Portal). An incomplete submittal package will delay the formal review and application approval process.



- **If any information provided is incorrect** and there are missing documents, the auto-generated email titled "Email Notification – Application Needs Corrections" will notify you of a status change to your application.
- **If all the information provided is correct** and there are no missing documents, the Bridgestone Application Team will schedule a Pre-Development Meeting for their first available time spot.
- The auto-generated email titled "Email Notification – Application Status Update" will notify you of a status change to your application.

STEP 4 – PRE-DEVELOPMENT MEETING

- A Pre-Development Meeting will be held.
- A typical output from the Pre-Development Meeting is for the Applicant to fill out and submit one of the following applications:
 - Option A - Feasibility Study
 - Option B - Plan Review
 - Option C - Retail Tenant Space Plan Review Exemption Request

A. FEASIBILITY STUDY (FS) – SINGLE-FAMILY UNIT, MULTI-FAMILY UNIT, OR COMMERCIAL UNIT

A feasibility study is mandatory for each tract to ensure Bridgestone has the utilities and capacity necessary to service the proposed development. This application type encompasses the following:

- a. **Single-Family Unit:** shall mean each single-family structure designed for occupation as a residence, whether by the owner or by a renter or lessee, generally considered to be and used for residential purposes, and which is not included within the definition of Multi-Family Unit.
- b. **Multi-Family Unit:** shall mean an individual dwelling unit within a single structure containing more than one (1) dwelling unit, including, without limitation, Multi-Family condominiums, townhomes, apartments, duplexes, hotels, motels, and other structures of a similar kind or character.
- c. **Commercial Unit:** shall mean any structure, including without limitation each individual structure within a group of structures located on a single tract of land and with a common owner, designed for business purposes, including an office building, retail store, warehouse, service station, school subject to property taxation, recreational center, and any other establishment not generally considered as a residential structure or included in the definition of Multi-Family Unit or Single-Family Unit.

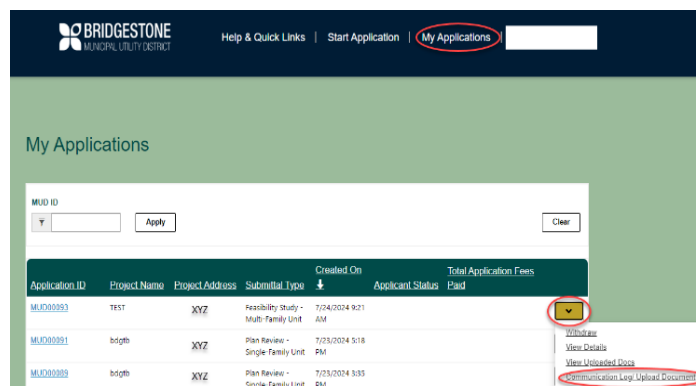
It includes the following steps:

A.1 – SIGN IN, COMPLETE, & SUBMIT AN APPLICATION

- Complete and submit the appropriate application to the Portal by clicking on the **"Start Application"** tab located on the Portal main page.
- For step-by-step instructions on submitting an application, please refer to the **"Help & Quick Links"** tab located on the Portal main page.
- Once an application is submitted, the Applicant will receive an email informing them their application will now undergo a Pre-Screening Review.

PRE-SCREENING REVIEW

- Once submitted through the Portal, the application package will undergo a Pre-Screening Review. The Pre-Screening Review step includes a cursory review of the application information and uploaded documents in preparation for formal review by the Bridgestone Application Team. Please allow **up to 3** business days (pending workload) to complete this step.
- The Bridgestone Application Team will review all information and documents submitted for completeness and will notify the Applicant through the Application's **Communication Log** if any information or documents are missing (see image below for the location of the **Communication Log** and where to **View Uploaded Documents** within the Portal). An incomplete submittal package will delay the formal review and application approval process.



- **If any information provided is incorrect** and/or missing documents, the auto-generated email titled "Email Notification – Application Needs Corrections" will notify you of a status change to your application.
- **If all the information provided is correct** and there are no missing documents, please see Step A.2 for further instructions.
- The auto-generated email titled "Email Notification – Application Status Update" will notify you of a status change to your application.

A.2 – AUTHORIZATION TO PREPARE A FEASIBILITY STUDY

- Quiddity Engineering will present the Feasibility Study Application to the Bridgestone Board (**3rd Tuesday of the Month**) for authorization to proceed with the preparation of the Feasibility Study.

A.3 – PREPARATION OF FEASIBILITY STUDY

- Once approved by the Bridgestone Board, Quiddity Engineering will prepare the Feasibility Study (**~60 calendar days from the authorization date**).

A.4 – FEASIBILITY STUDY APPROVAL (ALL UNIT TYPES)

- Once ready, Quiddity Engineering presents the Feasibility Study to the Bridgestone Board for Approval (**3rd Tuesday of the Month**).
- See **Plan Review Workflow** for continuation.

B. PLAN REVIEW (PR) – SINGLE-FAMILY UNIT, MULTI-FAMILY UNIT, OR COMMERCIAL UNIT

This application type encompasses the following types:

- a. **Single-Family Unit:** shall mean each single-family structure designed for occupation as a residence, whether by the owner or by a renter or lessee, generally considered to be and used for residential purposes, and which is not included within the definition of Multi-Family Unit.
- b. **Multi-Family Unit:** shall mean an individual dwelling unit within a single structure containing more than one (1) dwelling unit, including, without limitation, Multi-Family condominiums, townhomes, apartments, duplexes, hotels, motels, and other structures of a similar kind or character.
- c. **Commercial Unit:** shall mean any structure, including without limitation each individual structure within a group of structures located on a single tract of land and with a common owner, designed for business purposes, including an office building, retail store, warehouse, service station, school subject to property taxation, recreational center, and any other establishment not generally considered as a residential structure or included in the definition of Multi-Family Unit or Single-Family Unit.
 - **Auto Shop:** An auto shop is a facility where automotive professionals repair, maintain, and service vehicles.
 - **Dry Cleaner:** A dry cleaner cleans clothes and textiles using non-water-based solvents, providing services such as garment cleaning and pressing.
 - **Office Building:** An office building is a commercial structure used for housing businesses and providing office spaces for organizations.
 - **Restaurant:** A restaurant is an establishment where prepared food and beverages are served to customers.
 - **Retail Store:** A retail store is a physical location where goods or services are sold directly to consumers, offering various products for purchase.
 - **Other:** Please select this form if your proposed Development does not fit any of the applicable development types.

It includes the following steps:

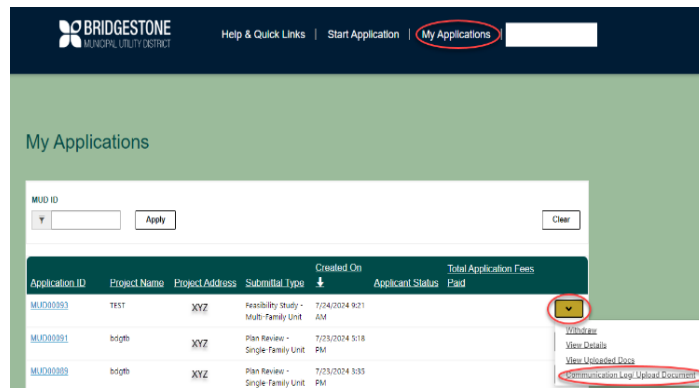
B.1 – SIGN IN, COMPLETE & SUBMIT APPLICATION (APPROPRIATE UNIT TYPE)

- Complete and submit the appropriate application to the Portal by clicking on the "**Start Application**" tab located on the Portal main page.
- For step-by-step instructions on submitting an application, please refer to the "**Help & Quick Links**" tab located on the Portal main page.
- Once an application is submitted, the Applicant will receive an email informing them their application will now undergo a Pre-Screening Review.

PRE-SCREENING REVIEW

- Once submitted through the Portal, the application package will undergo a Pre-Screening Review. The Pre-Screening Review step includes a cursory review of the application information and uploaded documents in preparation for a formal review by the Bridgestone Application Team. Please allow **up to 3** business days (pending workload) to complete this step.

- The Bridgestone Application Team will review all information and documents submitted for completeness and will notify the Applicant through the Application's **Communication Log** if any information or documents are missing (see image below for the location of the **Communication Log** and where to **View Uploaded Documents** within the Portal). An incomplete submittal package will delay the formal review and application approval process.



- **If any information provided is incorrect** and/or missing documents, the auto-generated email titled "Email Notification – Application Needs Corrections" will notify you of a status change to your application.
- **If all the information provided is correct** and there are no missing documents – please see Step B.2 for continuation.
- The auto-generated email titled "Email Notification – Application Status Update" will notify you of a status change to your application.

B.2 – PLAN REVIEW

- The application package will be placed in line for Formal Review. Plans are reviewed in the order that they are received.
- Please allow approximately **14 business days** for review of each submittal. **PLEASE NOTE: Due to some projects' complexity and/or size, the expected time to complete the review may be longer than 14 business days.**
- The application package will be reviewed for compliance with Bridgestone's latest Rules & Regulations. Applicants will be notified of any issues, modifications, or corrections necessary within the Application's **Communication Log** within the Portal as well as via email notifications.
- If the reviewer notes that modifications or corrections are necessary, please see the following steps:
 - All corrections and areas of non-compliance must be addressed and resubmitted within the Application's **Communication Log** only (do not email them to Bridgestone) and must exhibit the changes/corrections. **PLEASE NOTE: The 14 business day review time will restart with each resubmittal. Due to some projects' complexity and/or size, they may take longer than the standard review time to complete.**
 - All plan review comments by Bridgestone **must be addressed** before resubmitting the revised plans.
 - Do **NOT** upload individual sheets or only revised sheets. Each submittal requires the complete plan set.
 - Corrected plans **MUST contain** a comment response narrative that must be uploaded and attached in the **Communication Log**. Please use the same PDF file received in the **Communication Log** (*preferred method* - use different text color to respond) or a letter with responses to comments to explain revisions, uploaded as a PDF.

- Once revisions are submitted, Bridgestone will review the corrections and send any additional plan review comments within **14 business days**. Review time begins once Bridgestone receives the resubmittal within the **Communication Log**.
- Projects **with more than three plan review cycles** require the Applicant to attend a meeting with Bridgestone Plan Reviewer(s) and may incur additional review fees.

B.3 – PLAN APPROVAL

- Once all Bridgestone’s plan review comments have been addressed, Quiddity Engineering will approve and sign the plans.



C. RETAIL TENANT SPACE PLAN REVIEW EXEMPTION REQUEST

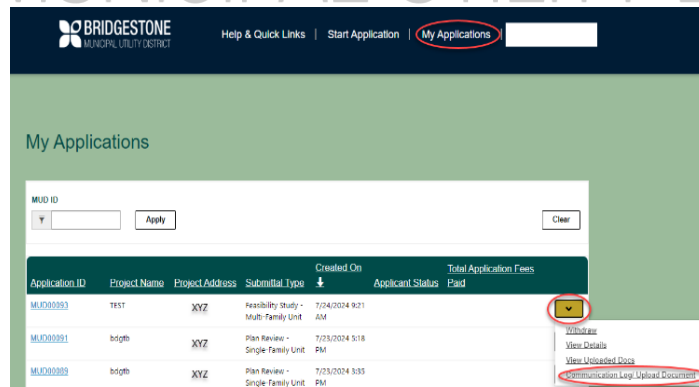
A Retail Tenant Space Plan Review Exemption Request encompasses projects where a retail tenant space can get a plan review exemption if no interior modifications are made to existing interior and exterior water and sewer facilities and Bridgestone has approved plans on file. Eligibility will be confirmed during your pre-development meeting.

C.1 – SIGN IN, COMPLETE, & SUBMIT APPLICATION

- Complete and submit the appropriate application to the Portal by clicking on the **"Start Application"** tab located on the Portal main page.
- For step-by-step instructions on submitting an application, please refer to the **"Help & Quick Links"** tab located on the Portal main page.
- Once an application is submitted, the Applicant will receive an email informing them their application will now undergo a Pre-Screening Review.

PRE-SCREENING REVIEW

- Once submitted through the Portal, the application package will undergo a Pre-Screening Review. The Pre-Screening Review step includes a cursory review of the application information and uploaded documents in preparation for a formal review by the Bridgestone Application Team. Please allow **up to 3** business days (pending workload) to complete this step.
- The Bridgestone Application Team will review all information and documents submitted for completeness and will notify the Applicant through the Application's **Communication Log** if any information or documents are missing (see image below for the location of the **Communication Log** and where to **View Uploaded Documents** within the Portal). An incomplete submittal package will delay the formal review and application approval process.



- **If any information provided is incorrect** and/or missing documents, the auto-generated email titled "Email Notification – Application Needs Corrections" will notify you of a status change to your application.
- **If all the information provided is correct** and there are no missing documents – please see Step C.2 for continuation.
- The auto-generated email titled "Email Notification – Application Status Update" will notify you of a status change to your application.

C.2 – EXEMPTION WAIVER (EW)

- Quiddity Engineering will prepare the Retail Tenant Space Plan Review Exemption Letter.
- Quiddity Engineering will upload the Retail Tenant Space Plan Review Exemption Letter to the Portal for the Applicant to download and sign.
- The auto-generated email titled "Email Notification – Application Needs Corrections" will notify you of a status change to your application.

C.3 – APPLICANT SIGNS EXEMPTION WAIVER (EW)

- The Applicant will sign the Retail Tenant Space Plan Review Exemption Letter and upload it to the Portal.

C.4 – QE SIGNS EXEMPTION WAIVER (EW)

- Quiddity Engineering will sign the Retail Tenant Space Plan Review Exemption Letter and upload it to the Portal.
- The auto-generated email titled "Email Notification – Application Status Update" will notify you of a status change to your application .

STEPS TO COMPLETE THE EXEMPTION WAIVER (EW) PROCESS

- In order to complete the EW process, the Applicant will need to fill out and submit a Customer Service Inspection (CSI) Application from the "**Start Application**" page located on the Portal main page, including paying the associated fees.

The steps for the Customer Service Inspection (CSI) are in progress. If there is a need for a Customer Service Inspection prior to the steps being finalized, please contact the Bridgestone Application Team through the Application's **Communication Log**.

D. CUSTOMER SERVICE INSPECTION (CSI) – IN PROGRESS

A Customer Service Inspection shall be completed before providing continuous water service to any new construction, on any existing service where the District has reason to believe that cross-connections or other unacceptable plumbing practices exist, and after any material improvement, correction, or addition to private plumbing facilities. Copies of properly completed Customer Service Inspection Certifications shall be kept on file by the District's Operator and made available, upon request, for Texas Natural Resource Conservation Commission ("TNRCC") review. Failure to obtain a Customer Service Inspection in accordance with Section 3.04 of the District's Rate Order shall constitute a violation of these Rules and Regulations, and such violation shall be subject to the enforcement provisions outlined in Article X of the District's Rate Order.

CSI STEPS IN PROGRESS

The steps for the Customer Service Inspection (CSI) are in progress. If there is a need for a Customer Service Inspection prior to the steps being finalized, please contact the Bridgestone Application Team through the Application's **Communication Log**.



REVISIONS AFTER APPROVAL

Suppose an applicant significantly changes their previously approved land use or water/sewer capacity needs or modifies their private on-site water/sewer/drainage utilities or drainage/detention systems after Bridgestone approves their feasibility study or plan review. In that case, they must restart the review process.

