

CASTLEWOOD MUNICIPAL UTILITY DISTRICT

P.O. Box 690928
Houston, Texas 77269-0928
(832) 467-1599

Dear New Customer:

Welcome to the Castlewood Municipal Utility District. The following information is being provided to help you become familiar with the policies and procedures relating to your water and sewer service.

The District requires a \$75.00 security deposit and a non-refundable \$75.00 application/transfer fee. The deposit, application fees, a completed application, and a signed Customer Service Agreement are required to set up service. The deposit will be refunded when your account is closed and paid in full.

Water Service is provided at the following rates*, subject to change.

0 – 2,000 gallons \$17.00
2,001 – 5,000 gallons \$1.75 per thousand gallons
5,001 – 10,000 gallons \$2.25 per thousand gallons
10,001 – 99,999.99 gallons \$3.00 per thousand gallons

Sewer service is billed at the following rate:
\$30.00 Flat Rate

West Harris County Regional Water Authority: \$2.70 Per Thousand gallons*, subject to change.

Your due date is the 18th of each month. A 15% penalty will be assessed if payment is received after the due date. This amount is shown in the "After Due Date" block on your bill.

If your account is 30 days past due at the time current bills are generated, a termination notice will be sent to your address. At this point a \$10.00 fee will be assessed to your account and all charges (including current charges) are due to avoid termination of your service. Should full payment not be received as directed on the letter, your service will be disconnected. A \$50.00 charge will be assessed on all checks returned by the bank. Should service be disconnected, an \$80.00 disconnect fee will be added to your account. An additional deposit may be required after service disconnection. Full payment will be required to restore service, payable by money order or cashier's check only.

Castlewood M.U.D. has contracted Texas Pride to provide trash collection services. If you have any questions about trash services please contact Texas Pride at 281-342-8178

The District's operator is EDP (Environmental Development Partners). You can contact them at **832-467-1599**. Emergencies are responded to 24 hours a day. Billing questions and non-emergency calls are taken Monday through Friday 8AM to 5PM. Please do not hesitate to call with any questions, concerns, or service problems. We are here to help.

Payments should be mailed to: Castlewood Municipal Utility District
P.O. Box 690928
Houston, Texas 77269-0928

Payments may be dropped off at: 17495 Village Green Drive, Houston, TX 77041; located near Jones Rd and HWY 290.

02/17/2017



Environmental Development Partners

WATER UTILITY SERVICES
832-467-1599
FAX: 832-467-1610

APPLICATION FOR RESIDENTIAL UTILITY SERVICE

NAME OF DISTRICT: Castlewood M.U.D. DATE:

Form with fields: ADDRESS FOR SERVICE REQUEST, NAME OF RESIDENT, MOVE IN DATE, BILLING ADDRESS, RENT OR OWN HOME?, EMPLOYMENT, PREVIOUS ADDRESS, DRIVERS LICENSE, FEES (FOR DISTRICT USE ONLY)

IS IRRIGATION SYSTEM INSTALLED? POOL / SPA?

- APPLICANT IS REQUIRED TO SIGN A CUSTOMER SERVICE AGREEMENT TO RECEIVE SERVICE.
• APPLICANT MUST SUBMIT FULL PAYMENT FOR ALL FEES AND DEPOSIT WITH APPLICATION.

APPLICANT'S FAILURE TO ADHERE TO ALL REQUIREMENTS CONTAINED IN THE DISTRICT'S RATE ORDER MAY RESULT IN FINES, PENALTIES AND A DELAY OR DENIAL OF SERVICE ESTABLISHMENT. A COPY OF THE DISTRICT'S RATE ORDER IS AVAILABLE UPON REQUEST.

DATE: SIGNATURE:

PRINTED NAME:

Castlewood Municipal Utility District
P.O. Box 690928
Houston, Texas 77269-0928
(832) 467-1599

SERVICE AGREEMENT

- I. **PURPOSE.** Castlewood MUD is responsible for protecting the drinking water supply from contamination or pollution which could result from improper private water distribution system construction or configuration. The purpose of this service agreement is to notify each customer of the restrictions which are in place to provide this protection. The utility enforces these restrictions to ensure the public health and welfare. Each customer must sign this agreement before the Castlewood MUD will begin service. In addition, when service to an existing connection has been suspended or terminated, the water system will not re-establish service unless it has a signed copy of this agreement.
- II. **RESTRICTIONS.** The following unacceptable practices are prohibited by State regulations.
- A. No direct connection between the public drinking water supply and a potential source of contamination is permitted. Potential sources of contamination shall be isolated from the public water system by an air-gap or an appropriate backflow prevention device.
 - B. No cross-connection between the public drinking water supply and a private water system is permitted. These potential threats to the public drinking water supply shall be eliminated at the service connection by the installation of an air-gap or a reduced pressure-zone backflow prevention device.
 - C. No connection which allows water to be returned to the public drinking water supply is permitted.
 - D. No pipe or pipe fitting which contains more than .25% lead may be used for the installation or repair of plumbing at any connection which provides water for human use.
 - E. No solder or flux which contains more than 0.2% lead can be used for the installation or repair of plumbing at any connection which provides water for human use.
- III. **SERVICE AGREEMENT.** The following are the terms of the service agreement between the Castlewood MUD; and _____.(the customer)
- A. The Water System will maintain a copy of this agreement as long as the Customer and/or the premises is connected to the Water System.
 - B. The Customer shall allow his property to be inspected for possible cross-connections and other potential contamination hazards. These inspections shall be conducted by the Water System or its designated agent prior to initiating new water service; when there is reason to believe that cross-connections or other potential contamination hazards exist; or after any major changes to the private water distribution facilities. The inspections shall be conducted during the Water System's normal business hours.
 - C. The Water System shall notify the Customer in writing of any cross-connection or other potential contamination hazard which has been identified during the initial inspection or the periodic re-inspection.
 - D. The Customer shall immediately remove or adequately isolate any potential cross-connections or other potential contamination hazards on his premises.
 - E. The Customer shall, at his expense, properly install, test, and maintain any backflow prevention device required by the Water System. Copies of all testing and maintenance records shall be provided to the Water System.
- IV. **ENFORCEMENT.** If the Customer fails to comply with the terms of the Service Agreement, the Water System shall, at its option, either terminate service or properly install, test, and maintain an appropriate backflow prevention device at the service connection. Any expenses associated with the enforcement of this agreement shall be billed to the Customer.

CUSTOMER'S SIGNATURE: _____

DATE: _____

SERVICE ADDRESS: _____