

CYPRESSWOOD UTILITY DISTRICT

P.O. Box 690928
Houston, Texas 77269-0928
832-467-1599
832-467-1610 fax
www.edpwater.com

Dear New Customer:

Welcome to the Cypresswood 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 \$125.00 owner and \$125.00 tenant (or owner NOT residing at the home) security deposit. A non-refundable \$25.00 application fee and \$10.00 Customer Service Agreement administration fee are also required. The deposit, application fees, a completed application and a signed Customer Service Agreement are required to set up service. The deposit will be refunded after the due date of your final bill and account is paid in full. Proof of ownership is required for owners to establish service.

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

0 – 8,000 gallons	\$9.00 Flat Fee
9,000 – 20,000 gallons	\$1.00 Per Thousand
21,000 – Over gallons	\$2.00 Per Thousand

Sewer service is additional and billed at a flat rate of \$9.00 per month*, subject to change.

North Harris County Regional Water Authority rates, subject to change.
\$2.65 per thousand gallons

Your due date is the last day of each month. A 10% 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 60 days past due at the time current bills are generated, a termination notice will be sent to your address. There will be a \$10.00 fee for sending a letter. At this point all charges are due to avoid termination of your service. Should full payment not be received as directed on the letter, your service will be terminated. Should service be terminated, a \$25.00 fee will be added to your account and an additional \$50.00 security deposit will be required. Full payment will be required to restore service, payable by money order or cashier's check only. A \$25.00 charge will be assessed on all checks returned by the bank.

Garbage service is not provided by the District. This is handled through your Home Owners Association.

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: **Cypresswood U.D.**
P.O. Box 690928
Houston, Texas 77269-0928

Payments can also be dropped off at: 17495 Village Green Drive, located near Jones Rd. and HWY 29 or at the drop box located at 15903 Squyres Rd Spring, Texas 77379.



Environmental Development Partners

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

APPLICATION FOR RESIDENTIAL UTILITY SERVICE

NAME OF DISTRICT: Cypresswood U.D.

DATE: _____

ADDRESS FOR SERVICE REQUEST	STREET ADDRESS		CITY		
			ZIP		
NAME OF RESIDENT			TELEPHONE		
MOVE IN DATE					
BILLING ADDRESS	INDICATE IF SAME AS ABOVE				
RENT OR OWN HOME? (CIRCLE ANSWER)	RENT (MUST PROVIDE VALID LEASE AGREEMENT)	OWN (MUST PROVIDE PROOF OF OWNERSHIP) <u>EXAMPLE:SETTLEMENT STATEMENT OR LOT SURVEY MUST HAVE NAME AND ADDRESS</u>			
EMPLOYMENT	COMPANY	ADDRESS			
	TELEPHONE				
PREVIOUS ADDRESS					
DRIVERS LICENSE	ST	NUMBER Must provide copy photo ID/License	Email Address:		
FEES (FOR DISTRICT USE ONLY)	CSA FEE	DEPOSIT	APPLICATION FEE	FEES PAID	DATE
	\$10.00	\$125.00 - Owner \$125.00 - Renter	\$25.00	\$	

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 DISTRICTS RATE ORDER IS AVAILABLE UPON REQUEST.

DATE: _____ SIGNATURE: _____

PRINTED NAME: _____

Please Make Check Or Money Order Payable To: **CYPRESSWOOD U.D.**

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P.O. Box 690928

HOUSTON TEXAS 77269-0928

SERVICE AGREEMENT

- I. PURPOSE. Cypresswood Utility District 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 Cypresswood Utility District 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 8.0% 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 CYPRESSWOOD UTILITY DISTRICT (the Water System) 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.

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- 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 reinspection.
 - 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: _____