

# EL DORADO UTILITY DISTRICT

WWW.EDPWATER.COM

P.O. Box 690928

Houston, Texas 77269-0928

832-467-1599

832-467-1610 fax

Dear New Customer:

**Welcome to the El Dorado 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 \$100.00 tenant/owner security deposit and a non-refundable \$30.00 application 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 – 5,000 gallons	\$9.50
5,001 – 10,000 gallons	\$1.60 per thousand gallons
Over 10,001 gallons	\$1.90 per thousand gallons

Sewer service is additional and billed at a flat rate of 38.51 per month\*, subject to change.

Ground Reduction Plan .97 per thousand gallons\*, subject to change.

Your due date is the 1st 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 30 days past due at the time current bills are generated, a termination notice will be sent to your address. A \$10.00 delinquent letter fee will be added to the account. At this point 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. Should service be disconnected, a \$60.00 disconnect fee and \$50.00 additional deposit will be added to your account. Full payment will be required to restore service, payable by money order or cashier's check only. A \$5.00 fee will also be added to the account if any door notice is hung for a delinquent account. A \$30.00 charge will be assessed on all checks returned by the bank.

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.

Please utilize the EDP website, [www.edpwater.com](http://www.edpwater.com), to view payment options for El Dorado UD.

Payments should be mailed to:

**El Dorado 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 290.

**El Dorado U.D.**  
**Public Water System ID 1010471**  
**2012 Water Quality Report**

**Inorganic Contaminants**

Year	Constituent (Units)	MCLG	MCL	Highest Level Detected	Range of Detections Min. / Max.	Violation	Source of Contaminant
2010	Arsenic (ppb)	0	10	2.4	2.3 / 2.4	No	Erosion of natural deposits; Runoff from orchards; Runoff from glass and electronics production wastes.
2010	Barium (ppm)	2	2	0.376	0.358 / 0.376	No	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits.
2012	Fluoride (ppm)	4	4	0.29	0.26 / 0.29	No	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer & aluminum factories.

**Radioactive Contaminants**

Year	Constituent (Units)	MCLG	MCL	Highest Level Detected	Range of Detections Min. / Max.	Violation	Source of Contaminant
2012	Combined Radium 226 & 228 (pCi/l)	0	5	2	1 / 1	No	Erosion of natural deposits

**Organic Contaminants**

Year	Constituent (Units)	MCLG	MCL	Highest Level	Range of Detections Min. / Max.	Violation	Source of Contaminant
2009	Di(2ethylhexyl)phthalate (ppb)	0	6	0.15	0.06 / 0.15	No	Discharge from rubber and chemical factories.

**Maximum Residual Disinfectant Level (MRDL)**

Year	Disinfectant (Units)	MRDLG	MRDL	Annual Average	Range of Detections Min. / Max.	Violation	Source of Contaminant
2012	Chlorine Residual, (ppm)	4.0	4.0	1.94	0.8 / 4.2	No	Disinfection used to control microbes.

**Lead and Copper**

Year	Constituent (Units)	Action Level	90th Percentile	Number of Sites Exceeding Action Level	Source of Contaminant
2008	Lead (ppm)	0.015	0.0023	0	Corrosion of household plumbing systems; erosion of natural deposits
2008	Copper (ppm)	1.3	0.05	0	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives

**Required Additional Health Information for Lead**

*"If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. This water supply is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/safewater/lead>."*

# El Dorado U.D.

## Public Water System ID 1010471

### 2012 Water Quality Report

The Board of Directors of El Dorado U.D. is pleased to give you this report about our drinking water based on 2012 test results. The District is required by the Federal Safe Drinking Water Act to send the report each year. The content of this report is specified by the State of Texas. If you have any difficulties in reading or understanding the report, please call our operator at the number below. **The Board believes that the most important information contained in the report is that the water supply was found to meet the requirements set by the state and federal governments for drinking water.**

Please call the District's operator, Environmental Development Partners, at **832-467-1599** or toll free at **1-866-467-1599** if you have any questions regarding this report.

#### **Our Drinking Water Meets or Exceeds All Federal (EPA) Drinking Water Requirements.**

This report is a summary of the quality of the water we provide our customers. The analysis was made by using the data from the most recent U.S. Environmental Protection Agency (EPA) required tests and is presented in the following pages. We hope this information helps you become more knowledgeable about your drinking water.

#### **En Español**

**Este reporte incluye informacion importante sobre el agua para tomar. Para asistencia en español, favor de llamar a El Dorado U.D. al telefono 832-467-1599.**

#### **Public Participation Opportunities**

The Board typically meets on the 4<sup>th</sup> Wednesday of each month at 10:00AM at 3 East Greenway Plaza, Suite 2000. For information regarding the date, time and location of the meeting call **832-467-1599** or send your comments to:

El Dorado U.D.  
P.O. Box 690928  
Houston, Texas 77269-1028

Data contained in this report was collected in 2012 except where noted. The State of Texas allows us to monitor for some substances less than once per year because the concentration of these substances does not change frequently. Although the Water District samples your water for up to 97 substances the pages that follow list only those substances that were detected in your drinking water. For additional information about your water quality please contact our operator, EDP, at **832-467-1599** or toll free at **1-866-467-1599**.

#### **Where Do We Get Our Drinking Water?**

El Dorado U.D. obtained its water from groundwater wells that draw water from the Evangeline Aquifer. An aquifer is a porous underground formation (such as sand and gravel) that is saturated with water. The Texas Commission on Environmental Quality completed an assessment of your source water and results indicate that some of your sources are susceptible to certain contaminants. The sampling requirements for your water system are based on this susceptibility and previous sample data. Any detection of these contaminants may be found in this Consumer Confidence Report. Further details about sources and source-water assessments are available in the Drinking Water Watch at <http://dww.tceq.texas.gov/DWW>. For more information on source water assessments and protection efforts please call our operator's office at **832-467-1599** Monday through Friday, 8:00 AM to 5:00 PM.

#### **Special Notice:**

Required language for ALL community public water supplies:  
You may be more vulnerable than the general population to certain microbial contaminants, such as Cryptosporidium, in drinking water. Infants, some elderly or immunocompromised persons such as those undergoing chemotherapy for cancer; those who have undergone organ transplants; those who are undergoing treatment with steroids; and people with HIV/AIDS or other immune system disorders can be particularly at risk from infections. You should seek advice about drinking water from your physician or health care provider. Additional guidelines on appropriate means to lessen the risk of infection by Cryptosporidium are available from the Safe Drinking Water Hotline at (800) 426-4791.

#### **Interconnected Water Supplies**

El Dorado U.D. is not interconnected with any water systems.

#### **All Drinking Water May Contain Contaminants**

When drinking water meets federal standards there may not be any health based benefits to purchasing bottled water or point of use devices. Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the USEPA's Safe Drinking Water Hotline (800-426-4791).

#### **Protecting the Water You Drink**

In order to ensure that tap water is safe to drink, USEPA prescribes regulations that limit the amount of certain contaminants in water provided by public water systems. Federal Food and Drug Administration regulations establish limits for contaminants in bottled water, which must provide the same protection for public health as public water systems.

#### **Water Sources**

The sources of drinking water (both tap and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or human activity. Contaminants that may be present in source water before treatment include:

- Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- Inorganic contaminants, such as salts and metals, which can be naturally-occurring or result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming. Microbes, inorganic contaminants, pesticides, herbicides, radioactive contaminants, and organic chemical contaminants.
- Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban storm water runoff, and residential uses.
- Organic chemical contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also, come from gas stations, urban storm water runoff, and septic systems.
- Radioactive contaminants, which can be naturally-occurring or be the result of oil and gas production and mining activities.

#### **Secondary Constituents**

Many Constituents (such as calcium, sodium, or iron) which are often found in drinking water can cause taste, color, and odor problems. The taste and odor constituents are called secondary constituents and are regulated by the State of Texas, not the EPA. These constituents are not causes for health concern. Therefore, secondary constituents are not required to be reported in this document but they may greatly affect the appearance and taste of your water. For additional information about the water quality for this system please call **832-467-1599** or toll free at **1-866-467-1599**.



Environmental Development Partners

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

**APPLICATION FOR RESIDENTIAL UTILITY SERVICE**

NAME OF DISTRICT: El Dorado 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) <b>EXAMPLE: SETTLEMENT STATEMENT OR WARRANTY DEED</b>		
EMPLOYMENT	COMPANY		ADDRESS		
	TELEPHONE				
PREVIOUS ADDRESS					
DRIVERS LICENSE	ST	NUMBER		Must provide copy photo ID/License	
FEES (FOR DISTRICT USE ONLY)		DEPOSIT	APPLICATION FEE	FEES PAID	DATE
		\$100.00	\$30.00	\$	

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: **El Dorado U.D.**

P.O. Box 690928 Houston, Texas 77269-0928 832-467-1599 Fax 832-467-1610

[www.edpwater.com](http://www.edpwater.com)

EL DORADO UTILITY DISTRICT  
P.O. BOX 690928  
HOUSTON TEXAS 77269-0928

SERVICE AGREEMENT

- I. **PURPOSE.** El Dorado 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 El Dorado 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 EL DORADO 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.

EL DORADO UTILITY DISTRICT  
P.O. BOX 690928  
HOUSTON TEXAS 77269-0928

- 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: \_\_\_\_\_

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