

# FORT BEND FRESH WATER SUPPLY DISTRICT NO. 2

2035 FM 359, Suite I  
Richmond, Texas 77406  
832-467-1599 office  
832-467-1610 fax

Dear New Customer:

**Welcome to the Ft. Bend FWSD #2.** 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 \$200.00 tenant / \$150.00 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 – 2,000 gallons \$35.00  
2,001 – 4,000 gallons \$1.50 per thousand gallons  
4,001 – 6,000 gallons \$1.75 per thousand gallons  
6,001 – 8,000 gallons \$2.00 per thousand gallons  
8,001 – 10,000 gallons \$2.25 per thousand gallons  
10,001 – 12,000 gallons \$2.50 per thousand gallons  
12,001 – 99,999.99 gallons \$2.75 per thousand gallons

Sewer service is billed at the following rate:

0 – 2,000 gallons \$35.00  
2,001 – 99,999.99 gallons \$1.75 per thousand gallons

Surface water fee is charged as below:

Four Corners residents: \$3.03 per thousand gallons\*, subject to change  
Rio Brazos residents: \$2.42 per thousand gallons\*, subject to change

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 30 days past due at the time current bills are generated, a termination notice will be sent to your address and your account will be charged \$10.00. 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. A \$25.00 charge will be assessed on all checks returned by the bank. Should service be disconnected, a \$100.00 disconnect fee will be added to your account and a \$25.00 tag fee will be added to your account. An additional \$50.00 deposit will be required after service disconnection. Full payment will be required to restore service, payable by money order or cashier's check only.

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: Ft. Bend FWSD No. 2  
P.O. Box 690928  
Houston, Texas 77269-0928

Payments may be dropped off at: 2035 FM 359, Suite I, Richmond, TX 77406 (behind the Prosperity bank)

You may call the customer service number provided above to pay over the phone using a Visa, Discover or MasterCard. You may also pay online by visiting [www.certifiedpayments.net](http://www.certifiedpayments.net). The bureau code you will use is 3051063.

08-23-2016



Environmental Development Partners

WATER UTILITY SERVICES

832-467-1599

FAX: 832-467-1610

APPLICATION FOR RESIDENTIAL UTILITY SERVICE

NAME OF DISTRICT: Fresh Water Supply District No. 2 DATE: \_\_\_\_\_

ADDRESS FOR SERVICE REQUEST	STREET ADDRESS			CITY	
				ZIP	
NAME OF RESIDENT					
MOVE IN DATE		TELEPHONE			
MAILING ADDRESS	INDICATE IF SAME AS ABOVE				
RENT OR OWN HOME? (CIRCLE ANSWER)	RENT	OWN (MUST PROVIDE PROOF OF OWNERSHIP) <b>EXAMPLE:SETTLEMENT STATEMENT</b> <b>MUST HAVE NAME &amp; ADDRESS</b>			
EMPLOYMENT	COMPANY TELEPHONE		ADDRESS		
PREVIOUS ADDRESS	NUMBER	STREET	CITY/ST		
FEE(S) FOR DISTRICT USE ONLY)	DEPOSIT \$150-OWNER \$200-TENANT	DRIVER'S LICENSE # Must provide copy photo ID/License	Application Fee \$30.00	FEE(S) PAID \$	DATE

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: **FWSD #2**

**EXHIBIT "4" TO APPENDIX "A"**

**CUSTOMER SERVICE AGREEMENT**

**SECTION I. PURPOSE.** Fort Bend County Fresh Water Supply District No. 2 (the "District") is responsible for protecting its Water Supply System from contamination or pollution which could result from unacceptable plumbing practices. The purpose of this Service Agreement is to notify each customer of the plumbing restrictions which are in place to provide this protection. The District enforces these restrictions to ensure the public health and welfare. Each customer must sign this Customer Service Agreement before the District will begin service. In addition, when service to an existing connection has been suspended or terminated, the District will not re-establish service unless it has a signed copy of this Customer Service Agreement.

**SECTION II. PLUMBING RESTRICTIONS.** The following unacceptable plumbing practices are prohibited by State regulations:

- A. No direct connection between the District's Water Supply System 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 District's Water Supply System and a private water system is permitted. These potential threats to the District's Water Supply System 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 District's Water Supply System 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.

**SECTION III. SERVICE AGREEMENT.** The following are the terms of this Customer Service Agreement between the District and \_\_\_\_\_ (the "Customer"):

- A. The District will maintain a copy of this Customer Service Agreement as long as the Customer and/or the premises are connected to the District.
- B. The Customer shall allow his/her property to be inspected for possible cross-connections and other unacceptable plumbing practices. These inspections shall be conducted by the District or its designated agent prior to initiating new water service; when there is reason to believe that cross-connections or other unacceptable plumbing practices exist; or after any major changes to the private plumbing facilities. Inspections shall be conducted during the District's normal business hours.

- C. The District shall notify the Customer in writing of any cross-connection or other unacceptable plumbing practices which have been identified during the initial inspection or the periodic reinspection.
- D. The Customer shall immediately correct any unacceptable plumbing practice on his/her premises.
- E. The Customer shall, at his/her expense, properly install, test and maintain any backflow prevention device required by the District. Copies of all testing and maintenance records shall be provided to the District.

SECTION IV. ENFORCEMENT. If the Customer fails to comply with the terms of this Service Agreement, the District 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 Service Agreement shall be billed to the Customer.

NOTE: THE PURPOSE OF THE CUSTOMER SERVICE AGREEMENT IS TO NOTIFY CUSTOMERS OF THE PLUMBING RESTRICTIONS OF THE DISTRICT ADOPTED TO PROTECT THE DISTRICT'S WATER SUPPLY SYSTEM. INSPECTIONS CONDUCTED BY THE DISTRICT'S OPERATOR IN ACCORDANCE WITH THIS SERVICE AGREEMENT ARE FOR THE SOLE PURPOSE OF DISCOVERING AND ELIMINATING UNACCEPTABLE PLUMBING PRACTICES. THE DISTRICT OR THE DISTRICT'S OPERATOR MAKES NO REPRESENTATION AS TO THE ADEQUACY, QUALITY, OR FITNESS OF THE CUSTOMER'S PRIVATE PLUMBING FACILITIES.

Customer's Signature:

Date:

Address:

# Fort Bend County FWSD #2 Public Water System ID 0790440 2014 Water Quality Report

Year or Range	Contaminant (Units)	MCLG	MCL	Rio Brazos Min. / Max.	Four Corners Min. / Max.	Violation	Source of Contaminant
2013 - 2014	Arsenic* (ppb)	0	10	5.2 / 5.2	0 / 0	No	Erosion of natural deposits; Runoff from orchards; Runoff from glass & electronics production wastes.
2010 - 2014	Atrazine (ppb)	3	3	0 / 0	0 / 0.39	No	Runoff from herbicide used on row crops.
2013 - 2014	Barium (ppm)	2	2	0.159 / 0.159	0.0386 / 0.0668	No	Discharge of drilling wastes & from metal refineries; Erosion of natural deposits.
2014	Cyanide (ppb)	200	200	0 / 0	0 / 30	No	Discharge from plastic and fertilizer factories; Discharge from steel/metal factories.
2014	Dalapon (ppb)	200	200	0 / 0	0 / 6.1	No	Runoff from herbicide used on rights of way.
2013 - 2014	Fluoride (ppm)	4	4	0.31 / 0.31	0.24 / 0.32	No	Erosion of natural deposits; Water additive which promotes strong teeth.
2014	Nitrate(measured as nitrogen) (ppm)	10	10	0 / 0.78	0.29 / 0.75	No	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits.
2010 - 2014	Gross Alpha Compliance (pCi/L)	0	15	3.1 / 3.1	0 / 0	No	Erosion of natural deposits.
2010 - 2014	Combined Radium 226 & 228 (pCi/L)	0	5	0 / 0	1 / 1	No	Erosion of natural deposits.
2010 - 2014	Beta/Photon Emitters (pCi/L)	0	50**	0 / 0	5 / 5.2	No	Decay of natural and man-made deposits
2010 - 2014	Uranium (pCi/L)	0	30	0 / 0	1.4 / 1.4	No	Erosion of natural deposits.

*While your drinking water meets EPA's standard for arsenic, it does contain low levels of arsenic. EPA's standard balances the current understanding of arsenic's possible health effects against the costs of removing arsenic from drinking water. EPA continues to research the health effects of low levels of arsenic, which is a mineral known to cause cancer in humans at high concentrations and is linked to other health effects such as skin damage and circulatory problems.*

*\*\*EPA considers 50 pCi/L to be the level of concern for beta particles.*

### Maximum Residual Disinfectant Level

Year	Disinfectant	Average Level	Minimum Level	Maximum Level	MRDL	MRDLG	Unit of Measure	Source of Contaminant
2014	Chlorine Residual	1.33	0.22	3	4.0	4.0	ppm	Disinfectant used to control microbes.
2014	Chloramine Residual	1.88	0.51	3.7	4.0	4.0	ppm	Disinfectant used to control microbes.

### Lead and Copper

Year	Contaminant	The 90 <sup>th</sup> percentile	Action Level	Number of Sites Exceeding Action Level	Unit of Measure	Source of Contaminant
2014	Lead	3.68	15	0	ppb	Corrosion of household plumbing systems; erosion of natural deposits.
2014	Copper	0.0797	1.3	0	ppm	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>."*

### Regulated Contaminants

Year	Contaminant	Unit of Measure	MCLG	MCL	Range Min. / Max.	Violation	Source of Contaminant
2014	Haloacetic Acids (HAA5) (ppb)	ppb	None	60	12.6 / 12.6	No	By-product of drinking water chlorination.

### Turbidity - Four Corners Only

Year	Contaminant (Units)	Turbidity Limit	Highest Single Measurement	Lowest % of Samples Meeting Limit	Typical Source
2014	Turbidity (NTU)	0.3	0.3	100%	Soil runoff.

Turbidity has no health effects. However, turbidity can interfere with disinfection and provide a medium for microbiological growth. Turbidity may indicate the presence of disease-causing organisms. These organisms include bacteria, viruses, and parasites that can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.

## Definitions and Abbreviations

AL	<b>Action Level:</b> The concentration of contaminant which, when exceeded, triggers treatment or other requirements which a water system must follow.
ALG	<b>Action Level Goal:</b> The level of a contaminant in drinking water below which there is no known or expected risk to health. ALGs allow for a margin of safety
MCL	<b>Maximum Contaminant Level:</b> The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.
MCLG	<b>Maximum Contaminant Level Goal:</b> The level of contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.
MRDL	<b>Maximum Residual Disinfectant Level:</b> The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.
MRDLG	<b>Maximum Residual Disinfectant Level Goal:</b> The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLG's do not reflect the benefits of the use of disinfectants to control microbial contaminants.
Avg	<b>Average:</b> Regulatory compliance with some MCLs is based on running average of monthly samples.

### Definitions

The following tables contain scientific terms and measures, some of which may require explanation.

ppm	<b>parts per million:</b> milligrams per liter or parts per million – or one ounce in 7,350 gallons of water
ppb	<b>parts per billion:</b> micrograms per liter or parts per million – or one ounce in 7,350,000 gallons of water
NTU	Nephelometric Turbidity Units
na	not applicable
MFL	million fibers per liter (a measure of asbestos)
pCi/L	picocuries per liter, (a measure of radioactivity)
ppm	parts per million or milligrams per liter (mg/l)
ppb	parts per billion or micrograms per liter
ppt	parts per trillion, or nanograms per liters
ppq	parts per quadrillion, or picograms per liter

**FORT BEND COUNTY FWSD No. 2**  
**PUBLIC WATER SYSTEM ID 0790440**  
**2014 WATER QUALITY REPORT**

The Board of Directors of Fort Bend County FWSD 2 is pleased to give you this report about our drinking water based on 2014 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. 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 using the data from the most recent U.S. Environmental Protection Agency (EPA) required tests and is presented on the following page. 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 Fort Bend County FWSD 2 al telefono 832-467-1599.*

**Public Participation Opportunities**

The Board meets regularly each month typically on the 1st Tuesday of the month. For information regarding the date, time and location of the meeting call **832-467-1599** or send your comments to:

Fort Bend Co. FWSD 2  
P.O. Box 690928  
Houston, Texas 77269-0928

Data contained in this report were collected in 2014 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 we are listing only those substances that were detected in your water. For additional information about your water quality please contact our operator, EDP, at **832-467-1599** or toll free **1-866-467-1599**.

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

Fort Bend Co. FWSD 2 obtains their water from two water sources. Rio Brazos sourced its water from a groundwater well that draws water from the Gulf Coast Aquifer. The other source of water is Kingsbridge MUD, which supplies the Four Corners area and obtained its water from groundwater wells that draw water from the Gulf Coast Aquifer and surface water provided by the North Fort Bend Water Authority. 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 Confident 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**

The water for Fort Bend County FWSD 2 – Rio Brazos subdivision is supplied by a well owned by the district. Fort Bend County FWSD2 – Four Corners subdivision receives water from an adjoining water district. The adjoining district is Kingsbridge MUD. The water source for this district is from ground water wells drawing water from the same aquifer as Fort Bend County FWSD 2 and surface water from the North Fort Bend Water Authority. For additional information about the water qualities for these systems please call **832-467-1599**.

**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 can dissolve naturally-occurring minerals and radioactive material, and pick up substances resulting from the presence of animals or human activity. Contaminants that may be present in source water 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.
- 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.

**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 EPA's Safe Drinking Water Hotline (1-800-426-4791).

**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, secondaries are not required to be reported in this document but they may greatly affect the appearance and taste of your water. For more information on taste, odor, or color of drinking water, please contact the District Operator at **832-467-1599** or toll free at **1-866-467-1599**.

## **Notification of Chloramine Disinfection Method**

A portion of this water system in the Four Corners area uses chloramines as the primary disinfectant. The use of this disinfectant is intended to benefit our customers by reducing the levels of disinfection byproducts (DBPs) in the system, while still providing protection from waterborne disease.

However, chloramines can cause problems to persons dependent on dialysis machines. A condition known as hemolytic anemia can occur if the disinfectant is not completely removed from the water that is used for the dialysate. Consequently, the pretreatment scheme used for the dialysis units must include some means, such as a charcoal filter, for removing the chloramine prior to this date. Medical facilities should also determine if additional precautions are required for other medical equipment.

In addition, chloraminated water may be toxic to fish. If you have a fish tank, please make sure that the chemicals or filters that you are using are designed for use in water that has been treated with chloramines. You may also need to change the type of filter that you use for the fish tank.

If you have questions regarding this matter, you may contact Environmental Development Partners at 832-467-1599.