

HARRIS COUNTY M. U. D 501

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

Dear New Customer:

Welcome to the Harris County Municipal Water District #501. The following information is being provided to help you become familiar with the policies and procedures related to your water and sewer service.

The district requires a \$150.00 security deposit along with a non-refundable \$25.00 application fee, to be paid at the time of application for service. Please return the deposit and application fee along with the completed Application for Service and signed Customer Service Agreement. We will not be able to establish service in your name until all of these items are received at our office. Please call the office for your payment options. The deposit will be refunded following the due date of your final bill.

<u>Rate for Water Service</u>		<u>Rates for Sewer Service</u>
0 – 7,000 gallons	\$22.00	30.00 Flat Rate
7,001 – 15,000 gallons	\$2.25 per thousand gallons	(including garbage pickup)
15,001– 25,000 gallons	\$2.50 per thousand gallons	
Over 25,001 gallons	\$3.00 per thousand gallons	

West Harris County Regional Water Authority rate \$2.92 per thousand gallons

The rates listed above are applicable at the time this letter is presented but are subject to change at any time.

Your due date is the 15TH 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 and your account will be charged \$5.00 for said notice. 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 \$50.00 fee will be added to your account, along with an additional \$25.00 deposit. Full payment will be required to restore service, payable by money order or cashiers check only. A \$25.00 charge will be assessed on all checks returned by the bank.

Harris Co. M.U.D. #501 has contracted Waste Management to provide trash collection services. If you have any questions about garbage services please call Waste Management Customer Service telephone number at **713-686-6666**.

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: Harris County M.U.D. #501
P.O. Box 690928
Houston, Texas 77269-0928

Payments may be made in person: 17495 Village Green Drive, located near Jones Rd. and HWY 290



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

APPLICATION FOR RESIDENTIAL UTILITY SERVICE

NAME OF DISTRICT: Harris County M.U.D. #501 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 (Please provide Lease Agreement)		OWN (MUST PROVIDE PROOF OF OWNERSHIP) EXAMPLE: HUD OR SETTLEMENT STATEMENT		
EMPLOYMENT	COMPANY			ADDRESS	
	TELEPHONE				
PREVIOUS ADDRESS					
DRIVERS LICENSE	STATE	NUMBER		Must provide photo copy of ID/License	
FEES (FOR DISTRICT USE ONLY)		DEPOSIT	APPLICATION FEE	FEES PAID	DATE
		\$150.00	\$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: **Harris County M.U.D. #501**

EXHIBIT "C"
FORM OF SERVICE AGREEMENT

- I. **PURPOSE.** Harris County Municipal Utility District No. 501 (the "District") is responsible for protecting the drinking water supply from contamination or pollution which could result from improper 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 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 agreement.

- II. **PLUMBING RESTRICTIONS.** The following unacceptable plumbing 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 percent 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 Harris County Municipal Utility District No. 501 (the "District") and _____(the "Customer").
 - A. The District will maintain a copy of this agreement as long as Customer and/or the premises is connected to the District's water system.

 - B. 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. The inspections shall be conducted during the District's normal business hours.

- C. The District shall notify Customer in writing of any cross-connection or other unacceptable plumbing practice which has been identified during the initial inspection or the periodic reinspection.
- D. Customer shall immediately correct any unacceptable plumbing practice on his/her premises.
- E. 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.
- F. Customer understands and agrees that the District does not guarantee any specific quantity or pressure of water for any purpose whatsoever and that the District is not liable to customer for failure or refusal to furnish any particular amount or pressure of water to Customer at any time.

IV. **ENFORCEMENT.** If Customer fails to comply with the terms of the 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 Customer.

CUSTOMER'S SIGNATURE: _____

DATE: _____

ADDRESS: _____

Notification of Chloramine Disinfection Method

This water system 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.