

# MALCOMSON ROAD UTILITY DISTRICT

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

Dear New Customer:

**Welcome to the Malcomson Road 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 \$10.00 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.

Water Usage	Minimum Charge	<u>Water Usage Rate</u> (billed at each 1,000 gallons)
0- 5,000 gallons	None	\$0.75 per 1,000 gallons
5,001 - 10,000 gallons		\$0.85 per 1,000 gallons
10,001 - 15,000 gallons		\$1.00 per 1,000 gallons
15,001- 25,000 gallons		\$1.15 per 1,000 gallons
25,001 – 30,000 gallons		\$1.45 per 1,000 gallons
30,001 - 40,000 gallons		\$1.79 per 1,000 gallons
40,001 – 50,000 gallons		\$2.58 per 1,000 gallons
50,001 and up gallons		\$3.49 per 1,000 gallons

**Example Billing:**

A Residential customer using 31,000 gallons

Water usage rate: 1.79 per 1,000 = \$55.49

NHCRWA fee: \$2.45 per 1,000 = \$75.95

Sewer fee: \$15.00

Total Amount Due the District excluding other fees: \$146.44

Sewer service is additional and billed at a flat rate of \$15.00 per month  
North Harris County Regional Water Authority is \$2.85 per 1,000 of gallons

Your due date is the 17th 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. 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 \$75.00 disconnect fee and an additional \$50.00 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 \$25.00 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 EDP's website, [www.edpwater.com](http://www.edpwater.com), to view payment options.**

Payments should be mailed to: **Malcomson Road Utility District**  
**P.O. Box 690928**  
**Houston, Texas 77269-0928**



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

**APPLICATION FOR RESIDENTIAL UTILITY SERVICE**

NAME OF DISTRICT: Malcomson Road U.D.                      DATE: \_\_\_\_\_

ADDRESS FOR SERVICE REQUEST	STREET ADDRESS		CITY		
			ZIP		
NAME OF RESIDENT			TELEPHONE		
Date To Begin Water Service					
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: WARRANTY DEED OR SETTLEMENT STATEMENT</b>			
EMPLOYMENT	COMPANY		ADDRESS		
	TELEPHONE				
PREVIOUS ADDRESS					
DRIVERS LICENSE	ST	NUMBER	Must provide copy photo ID/License		
FEES (FOR DISTRICT USE ONLY)		DEPOSIT \$100.00 - Owner \$100.00 - Renter	APPLICATION FEE \$10.00	FEES 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: \_\_\_\_\_.

## SERVICE AGREEMENT

- I. **PURPOSE.** The MALCOMSON ROAD UTILTIY DISTRICT (hereinafter referred to as 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 received 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 back-flow 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 District and the undersigned Customer (the "Customer"):
- A. The District will maintain a copy of this agreement as long as the Customer and/or the premises are connected to the District's water system.
  - B. The Customer shall allow his 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 the Customer in writing of any cross-connection or other unacceptable plumbing practice which has been identified during the initial inspection or the periodic re-inspection.
  - D. The Customer shall immediately correct any unacceptable plumbing practice on his premises.
  - E. The Customer shall, at his 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.
- IV. **ENFORCEMENT.** If the Customer fails to comply with the terms of this Service Agreement, the District shall, at its option, 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.

DATE: \_\_\_\_\_

CUSTOMER'S SIGNATURE \_\_\_\_\_

CUSTOMER'S NAME (Printed) \_\_\_\_\_

\_\_\_\_\_

## **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.