

NORTH WEST HARRIS COUNTY MUNICIPAL UTILITY DISTRICT NO. 20

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

Dear New Customer:

Welcome to the North West Harris County Municipal Utility District No. 20. 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 owner security deposit and a \$150.00 tenant security deposit along with a \$25.00 application fee. The deposit and application fee, 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 – 10,000 gallons	\$10.00
10,001 – 20,000 gallons	\$1.00 per thousand gallons
20,001 – 30,000 gallons	\$3.00 per thousand gallons
30,001 – 50,000 gallons	\$4.00 per thousand gallons
50,001 – 99,999	\$4.75 per thousand gallons

Sewer service is billed at the following rate*, subject to change.

0 – 5,000 gallons	\$9.00 minimum
5,001 – 99,999 gallons	\$.50 per thousand gallons

North Harris County Regional Water Authority is \$2.45 per 1,000 gallons*, subject to change.

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 and a \$8.00 fee will be added to your 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 \$75.00 disconnect 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. A \$35.00 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.

Payments should be mailed to: **NW HC MUD No. 20**
P.O. Box 690928
Houston, Texas 77269-0928



Environmental Development Partners

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

APPLICATION FOR RESIDENTIAL UTILITY SERVICE

NAME OF DISTRICT: NW Harris County MUD #20

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 lease)	OWN (Must provide settlement statement)		
EMPLOYMENT	COMPANY		ADDRESS	
	TELEPHONE			
PREVIOUS ADDRESS				
DRIVERS LICENSE	ST	NUMBER/ Must provide copy photo ID/License	EMAIL ADDRESS:	
FEES (FOR DISTRICT USE ONLY)	DEPOSIT	APPLICATION FEE	FEES PAID	DATE
	\$100.00 owner \$150.00 tenant	\$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: _____.

EXHIBIT "C"

SERVICE AGREEMENT

- I. **PURPOSE.** Northwest Harris County Municipal Utility District No. 20 (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. **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 .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 Northwest Harris County Municipal Utility District No. 20 (the District) and _____ the undersigned (the "Customer").
 - A. The District will maintain a copy of this agreement as long as the 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 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. 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 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 the 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 this agreement shall be billed to the Customer.

CUSTOMER'S SIGNATURE: _____

DATE: _____

ADDRESS: _____

TELEPHONE NO.: _____

Northwest Harris County Municipal Utility District No. 20

You may now pay via credit/debit/prepaid card or eCheck.
American Express, Discover, MasterCard, and Visa are all accepted.

Listed below are our available options for your convenience:

- **Web Payments:** Log onto <https://edpwater.firstbilling.com> to access the online payment portal. You can register your account, OR pay as a guest.
- **Automatic Monthly Payments:** Log onto <https://edpwater.firstbilling.com> or contact EDP at 832-467-1599 to sign up for auto payments. You can select your payment method, enter your due date of the 17th, and the payment amount. Each month, you will receive an email confirming the payment was successful.
- **Live Agent Assisted Payments:** 832-467-1599 (M – F, 8AM – 5PM)
- **By Mail:** Enclose payment stub with your check or money order in the return envelope provided. Please allow ample time to ensure delivery before the due date. **Mail your payment, addressed to the District, to P.O. Box 690928, Houston, TX 77269.**
- **In Person:** Our two office locations are 17495 Village Green Drive, Houston, TX 77040 and 2035 FM 359, Suite I, Richmond, TX 77406.
- **Night Drop Box:** Both office locations have a drop box slot on the front door. In addition, there is a drop box on the gate located at 15903 Squyres Road, Spring, TX 77379. Please insert a check or money order, along with the payment stub, in the return envelope. Our payment processing department will post the payment the following business day.
- **Online Bill Pay Through Your Financial Institution:** Payments can be made via your at-home internet service. Please allow 7-10 business days, prior to the due date, for the payment to be received.

First Billing Services assesses a convenience fee for each credit, debit, prepaid card and eCheck transaction. Card transactions will be assessed a 3.99% fee. One-time eCheck transactions will be assessed a \$1.99 fee, and recurring eCheck transactions will be assessed a \$1.00 fee.

**For more information or assistance with registration,
Call EDP at 832-467-1599
Monday – Friday, 8:00am to 5:00pm CST.**

NORTHWEST HARRIS COUNTY MUD 20

PUBLIC WATER SYSTEM ID 1011998

2015 WATER QUALITY REPORT

The Board of Directors of Northwest Harris County MUD 20 ("the District") is pleased to give you this report about our drinking water based on 2015 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. **The Board believes that the most important information contained in the report is that the District's 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 ("EDP"), at **832-467-1599** if you have any questions regarding this report.

This report is a summary of the quality of the water we provide our customers and was created by 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 what's in your drinking water.

En Español

Este reporte incluye informacion importante sobre el agua para tomar. Para asistencia en español, favor de llamar a Northwest Harris County MUD 20 al telefono 832-467-1599.

Public Participation Opportunities

The Board meets regularly each month at 11:30 a.m. on the first Tuesday of the month at 10000 Memorial Drive, Suite 260, Houston, Texas. For additional information regarding the meeting call **832-467-1599** or send your comments to:

Northwest Harris County MUD 20
P.O. Box 690928
Houston, Texas 77269-0928

Data contained in this report were collected in 2015 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 District operator, EDP, at **832-467-1599**.

In the water loss audit submitted to the Texas Water Development Board for the time period of Jan-Dec 2015, our system lost an estimated 4,782,020 gallons of water. Overall, our system accounted for approximately 96% of the water produced during that period. If you have any questions about the water loss audit please call the District operator at **832-467-1599**.

Where do we get our drinking water?

The District's water treatment facilities obtained their water from a groundwater well that draws water from the Chicot and Evangeline Aquifers and surface water from the North Harris County Regional 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 detections 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://dww2.tceq.texas.gov/DWWW/>. For more information on source water assessments and protection efforts at our system, please call our District operator's office at **832-467-1599**.

Interconnected Water Supplies

The District can receive water from adjoining water districts during emergency situations and maintenance periods. These interconnected districts are Harris County MUD 211 and Harris County MUD 44. The water sources for these districts are ground water wells drawing water from the same aquifer as Northwest Harris County MUD 20 and surface water from the North Harris County Regional Water Authority. For additional information about the water quality for these systems, please call the District operator at **832-467-1599**.

Protecting the Water You Drink

The USEPA is an agency of the federal government of the United States charged to protect human health and the environment, by writing and enforcing regulations. 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.

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. They are regulated by the State of Texas, not the USEPA. Since secondary constituents are not causes for health concerns they are not required to be reported in this document. However, they may greatly affect the appearance and taste of your water. For additional information about the water quality for this system please call the District operator at **832-467-1599** or toll free at **1-866-467-1599**.

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 1-800-426-4791.

Water Sources

The sources of drinking water (both tap water 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, (in some cases, radioactive material), and can pick up substances resulting from the presence of animals or from 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.
- 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 USEPA's Safe Drinking Water Hotline at 1-800-426-4791.

Northwest Harris County MUD 20 Public Water System ID 1011998 2015 Water Quality Report

Regulated Contaminants							
Year	Contaminant (Units)	MCLG	MCL	Highest Level Found	Range Min. / Max.	Violation	Typical Source
2014 - 2015	Barium (ppm)	2	2	0.0762	0.0658 / 0.0762	No	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits.
2014	Fluoride (ppm)	4	4	0.35	0 / 0.35	No	Erosion of natural deposits; Water additive which promotes strong teeth; discharge from fertilizer and
2015	Nitrate(measured in nitrogen)(ppm)	10	10	0.21	0 / 0.21	No	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits.
2008	Beta/Photon Emitters(pCi/L)	0	50	5.2	5.2 / 5.2	No	Decay of natural and man-made deposits.

Disinfectant Residuals							
Year	Disinfectant (Units)	MRDLG	MRDL	Annual Average	Range of Detections Min. / Max.	Violation	Source of Contaminant
2015	Chloramine Residual (ppm)	4	4	2.04	0.26 / 4.0	No	Disinfection used to control microbes.

Disinfection By-products							
Year	Contaminant (Units)	MCL	MCLG	Range of Detections Min. / Max.		Violation	Source of Contaminant
2015	Total Trihalomethanes (ppb)	80	0	15.2 / 15.2		No	By-product of drinking water disinfection.
2015	Haloacetic Acids (ppb)	60	0	12.7 / 12.7		No	By-product of drinking water disinfection.

Lead & Copper							
Year	Contaminant (Units)	Action Level	90 th Percentile	Number of Samples Exceeding AL		Violation	Typical Source
2015	Lead (ppb)	15	1.19	0		No	Corrosion of household plumbing systems; Erosion of natural deposits.
2015	Copper (ppm)	1.3	0.231	0		No	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 the 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>."*

Turbidity							
Year	Contaminant (Units)	Turbidity Limit	Highest Single Measurement	Lowest % of Samples Meeting Limit		Violation	Typical Source
2015	Turbidity (NTU)	0.3	0.22	100%		No	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	Action Level: The concentration of contaminant which, when exceeded, triggers treatment or other requirements which a water system must follow.	Definitions The following tables contain scientific terms and measures, some of which may require explanation. ppm parts per million: milligrams per liter or parts per million – or one ounce in 7,350 gallons of water ppb parts per billion: 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
ALG	Action Level Goal: 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	Maximum Contaminant Level: 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	Maximum Contaminant Level Goal: 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	Maximum Residual Disinfectant Level: 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	Maximum Residual Disinfectant Level Goal: 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.	
TT	Treatment Technique: A required process intended to reduce the level of a contaminant in drinking water.	
Avg	Average: Regulatory compliance with some MCLs is based on running average of monthly samples.	