

# NORTH WEST HARRIS COUNTY MUNICIPAL UTILITY DISTRICT NO. 32

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. 32.** 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 \$75.00 security deposit and a non-refundable \$25.00 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 – 10,000 gallons	\$14.50
10,001 – 99,999 gallons	\$1.50 per thousand gallons

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

0 – 99,999 gallons	\$35.29
--------------------	---------

North Harris County Regional Water Authority is \$2.90 per 1,000 gallons\*, subject to change.

NW HC MUD #32 has contracted Waste Management to provide trash collection services.

If you have any questions about trash services please call the Waste Management customer service line at 713-686-6666.

Your due date is the 10th 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 \$6.00 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 \$50.00 disconnect fee 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.

Payments should be mailed to:

**NW HC MUD No. 32**  
**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: North West Harris County MUD 32      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 (Please provide lease agreement)	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
	\$75.00	\$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: \_\_\_\_\_.

NORTHWEST HARRIS COUNTY 32

P.O. BOX 690928

HOUSTON TEXAS 77269-0928

SERVICE AGREEMENT

- I. **PURPOSE.** Northwest Harris County 32 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 Northwest Harris County 32 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 .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 Northwest Harris County 32 (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.

NORTHWEST HARRIS COUNTY 32

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 re-inspection.
  - 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: \_\_\_\_\_

SERVICE ADDRESS: \_\_\_\_\_

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