



PECAN GROVE MUNICIPAL UTILITY DISTRICT

**P.O. Box 1149
Richmond, Texas 77406-1149
281-238-5000**

Dear New Customer:

Welcome to the Pecan Grove Municipal 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 \$75.00 tenant / \$75.00 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 – 6,000 gallons	\$11.00
6,001 – 10,000 gallons	\$1.00 per thousand gallons
10,001 – 15,000 gallons	\$1.50 per thousand gallons
15,001 – 20,000 gallons	\$1.75 per thousand gallons
20,001 – 30,000 gallons	\$2.25 per thousand gallons
30,001 gallons or more	\$2.50 per thousand gallons

In addition to the above rates, there is a Surface Water Conversion Fee added. The rate is \$1.50 per each 1,000 gallons of water used each month.

Sewer service is additional and billed at a flat rate of \$26.69 per month, subject to change. Trash collection fees are included in the sewer rate.

Your due date is the 28th 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. A \$25.00 charge will be assessed on all checks returned by the bank, for any reason. Should service be disconnected, a \$50.00 disconnect fee will be added to your account. An additional \$75.00 deposit may be required after service disconnection. Full payment will be required to restore service, payable by money order or cashier's check only.

Pecan Grove M.U.D. has contracted Waste Corporation of America (WCA) to provide trash collection services. Trash pick-up is on Monday and Thursday. If you have any questions about trash services please call the customer service line at 281-368-8397.

The District's operator is Environmental Development Partners (EDP). You can contact them at **281-238-5000**. You can also visit the Pecan Grove MUD Web Site at www.pecangrovemud.com. Emergencies are responded to 24 hours a day. Billing questions and non-emergency calls are taken Monday through Friday 8AM to 4PM (closed 1PM to 2PM for lunch). You can email your non-emergency questions or comments to customerservice@pecangrovemud.com. Please do not hesitate to call with any questions, concerns, or service problems. We are here to help!

Payments should be mailed to: **Pecan Grove M.U.D.
P.O. Box 1149
Richmond, Texas 77406**

Payments can also be dropped off at: 2035 FM 359, Suite K
Richmond, Texas 77406
(Behind Snap Fitness)

Pecan Grove Municipal Utility District

Payment Options

You may 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://pecangrove.firstbilling.com> to access the online payment portal. You can register your account, OR pay as a guest.
- **Automatic Monthly Payments**: Log onto <https://pecangrove.firstbilling.com> or contact PGMUD Customer Service Office at (281) 238-5000 to sign up for auto payments. You can select your payment method, enter your desired payment recurring due date (no later than the 28th) and either a fixed payment amount or amount of the current bill. Each month, you will receive an email confirming the payment was successful.
- **Live Agent Assisted Payments**: Call our office during normal business hours.
- **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 Pecan Grove MUD, P.O. Box 1149, Richmond, TX 77406-1149.**
- **In Person**: Our office location is 2035 FM 359, Suite K, Richmond, TX 77406
- **Night Drop Box**: Our office location has a drop box slot on the side window. 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 the Pecan Grove Customer Service Office at (281) 238-5000
Monday – Friday, 8:00 a.m. to 4:00 p.m. closed for lunch from 1:00 p.m. to 2:00 p.m.**



WCA is proud to be the trash provider for the residents of Pecan Grove. Your home should contain a 48-gallon recycling cart. Below is a list to assist you with the recycling process:

1. Carts need to be placed curbside by 7:00am within 2 feet of the curb, wheels facing away from the street and no obstructions near cart.
2. The cart is clearly marked for recycle and if a resident places trash in the cart it will not be serviced. As well, anything placed outside the recycle cart will be collected as garbage.
3. Below lists the acceptable items allowed to be placed in the cart for recycle:



Newspaper



Magazines



Junk Mail



Colored Paper



Paper Bags



File Folders



Phone Books



Greeting Cards



Cardboard



Paperboard



Plastics #1-#5 & #7



Metal Pots & Pans



Aluminum Cans & Foil



Steel & Tin Cans



Glass Bottles & Jars



Gutters, Copper & Scrap

Commonly Mistaken Unacceptable Items

Plastic bags, Styrofoam, Soiled Pizza Boxes, Coat Hangers, Paint & Solvent Containers, Light Bulbs, Mirrors, Windows, Dishes & Cups, Wet/Soiled Paper, Paper Towels, Facial & Toilet Tissue, Disposable Plates & Cups, Milk & Juice Cartons (wax-board containers), Wrapping Paper

We will no longer service the small blue bins, and the crew has been instructed to collect as they see them out on service days.

If you have any questions, comments, or complaints regarding your garbage or recycling services, contact WCA at (281) 368-8397, or visit the website at www.wcawaste.com/Houston

As well, you may contact the Pecan Grove MUD Customer Service Office with comments or questions at (281) 238-5000, or visit the website at www.pecangrovemud.com

PECAN GROVE MUD

WATER UTILITY SERVICES
281-238-5000

RESIDENTIAL APPLICATION FOR UTILITY SERVICE

NAME OF DISTRICT: Pecan Grove M.U.D. DATE: _____

ADDRESS FOR SERVICE REQUEST	STREET ADDRESS			Richmond	
				77406	
NAME OF RESIDENT				TELEPHONE	
E-MAIL ADDRESS					
MOVE IN DATE					
BILLING ADDRESS	INDICATE IF SAME AS ABOVE				
RENT OR OWN HOME? (CIRCLE ANSWER)	RENT	OWN	MANAGEMENT COMPANY		
			(May be required to show proof of ownership or rental agreement)		
EMPLOYMENT	COMPANY			ADDRESS	
	TELEPHONE				
PREVIOUS ADDRESS					
DRIVERS LICENSE	STATE	NUMBER		TAX ID # (MANAGEMENT COMPANY)	
FEES (FOR DISTRICT USE ONLY)		DEPOSIT \$75.00 - Owner \$75.00 - Renter	APPLICATION FEE \$30.00	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: _____

PLEASE MAKE CHECK OR MONEY ORDER PAYABLE TO: PECAN GROVE M.U.D.

P.O. Box 1149 Richmond, Texas 77406-1149 281-238-5000
customerservice@pecangrovemud.com
www.pecangrovemud.com

PECAN GROVE MUNICIPAL UTILITY DISTRICT

SERVICE AGREEMENT

- I. **PURPOSE.** Pecan Grove M.U.D. 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 Pecan Grove M.U.D. 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 Pecan Grove M.U.D. (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 are connected to the Water System.

- 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: _____

DATE: _____

ADDRESS: _____