

# Welcome to Fort Bend MUD #165

24-hour Emergencies (281)290-6503

Customer Service / Billing Issues (281)290-6507

Welcome to Fort Bend MUD #165 (District). Whether you are a property owner or a tenant we are happy to have you as our customer. The District provides water and wastewater services to customers residing within the District's boundaries. Our District's Operator is Municipal District Services. Below are some contact numbers and basic information to assist you.



## Contact Municipal District Services at the following numbers:

<b>24-hour emergencies,</b> to report leaks or other service related issues:	<b>281-290-6503</b>
<b>Customer service or billing issues,</b> 8:30 to 4:30 Monday through Friday:	<b>281-290-6507</b>

## Payment for water bills:

Water Bill payments are due:	8 <sup>th</sup> of each month
Payments may be made in the following ways:	
• US Postal Service	P.O. Box 3150, Houston, TX 77253-3150
• On-line bill-pay via your bank	Your bank's website
❖ Pay at Grocery Stores	H.E.B. and Kroger via CheckFree Pay
Pay by Credit or Debit Card	Visa, MasterCard, Discover Card are accepted at 1-855-270-3592, or at <a href="http://www.mdswater.com">www.mdswater.com</a>
Pay by eCheck	Call 1-855-270-3592 or go to <a href="http://www.mdswater.com">www.mdswater.com</a>
❖ Pay at Walmart	Pay with cash or debit card at any Walmart location
❖ Payments made at Grocery Stores and Walmart will charge a convenience fee	
• Municipal District Services office at:	406 W. Grand Parkway S. Suite 260 Katy, TX 77494
	16758 Telge Road Cypress, TX 77429

## Contact for Trash Service issues:

<b>Best Trash</b>	<b>281-313-2378</b>
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## Contact for Tax Assessor:

<b>Bob Leared Interests</b>	<b>713-932-9011</b> <b><a href="http://www.bli-tax.com">www.bli-tax.com</a></b>
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### Easy Water Saving Tips Inside the Home:

- Wash only full loads of clothes and dishes
- Never leave water running while brushing your teeth
- Repair leaky fixtures such as faucets and toilets

### Easy Water Saving Tips Outside the Home:

- Water plants and yard only when necessary
- Never water or use sprinklers during the heat of the day
- If feasible, wash the vehicle on your lawn, not in the driveway where the runoff will be lost to the sewer

On behalf of the Board of Directors of Fort Bend MUD #165, we are pleased to welcome you as a customer, and look forward to serving you. Please feel free to call our District operator, Municipal District Services, with any questions.

# Fort Bend County MUD No. 165

## SERVICE AGREEMENT

### I. PURPOSE

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 utility 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 water system will not re-establish service unless it has a signed copy of this agreement.

### II. PLUMBING RESTRICTIONS PER STATE REGULATION

- A. No direct connection between the public drinking water supply and a potential source of contamination exists. Potential sources of contamination are isolated from the public water system by an air-gap or an appropriate back flow prevention assembly in accordance with Commission regulations.
- B. No cross-connection between the public drinking water supply and a private water system exists. Where an actual air gap is not maintained between the public water supply and a private water supply, an approved reduced pressure principle backflow prevention assembly is properly installed and a service agreement exists for annual inspection and testing by a certified backflow prevention assembly tester.
- C. No connection exists which would allow the return of water used for condensing, cooling or industrial processes back to the public water supply.
- D. No pipe or pipe fitting which contains more than 8.0% lead exists in private water distribution facilities installed on or after July 1, 1988 and prior to January 4, 2014.
- E. Plumbing installed after January 4, 2014, bears the expected labeling indicating  $\leq 0.25\%$  lead content. If not properly labeled, please provide written comment.
- F. No solder or flux which contains more than 0.2% lead exists in private water distribution facilities installed on or after July 1, 1988.

### III. SERVICE AGREEMENT

The following are the terms of the service agreement between Fort Bend County MUD No. 165 (the District) 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.
- B. The Customer shall allow his property to be inspected for possible cross-connections and other undesirable plumbing practices. The Water System or its designated agent, prior shall conduct these inspections to initiating service and periodically thereafter. 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 undesirable plumbing practice which has been identified during the initial inspection or the periodic re-inspection.
- D. The Customer shall immediately correct any undesirable plumbing practice on his premises.
- E. The Customer shall, at his expense, properly install, test and maintain any back-flow 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 District shall, at its option, terminate service or properly install, test, and maintain an appropriate back flow prevention device at the service connection. Any expenses associated with the enforcement of this agreement shall be billed to the Customer.

CUSTOMER SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

SERVICE ADDRESS: \_\_\_\_\_ ACCT#: 30432-\_\_\_\_\_

DAYTIME PHONE(S): \_\_\_\_\_

YOUR AUTHORIZED EMAIL ADDRESS: \_\_\_\_\_

### EMAIL IMMEDIATELY TO YOUR CUSTOMER CARE AGENT:

- A COPY OF PICTURE I.D.
- OWNERS: A COPY OF TOP PORTION OF CLOSING DISCLOSURE STATEMENT OR HUD-1 SETTLEMENT STATEMENT
- RENTERS: A COPY OF COMPLETE LEASE AGREEMENT
- PROPERTY MANAGEMENT OR REALTORS: A COPY OF LISTING AGREEMENT OR EXECUTED CONTRACT

### FEES PAYABLE UPON RECEIPT OF FIRST WATER BILL:

SECURITY DEPOSIT: \$75.00 + NON-REFUNDABLE TRANSFER FEE: \$30.00 = TOTAL AMOUNT: \$105.00

## **VERY IMPORTANT INFORMATION ABOUT YOUR WATER SYSTEM DISINFECTION METHOD**

Fort Bend County MUD 165 uses chloramines as a disinfectant for your water. The use of chloramines rather than chlorine is not new technology as it is in widespread use in many cities and other drinking water supplies. The use of chloramines is intended to benefit our customers by reducing the levels of disinfection byproducts (DBPs) in the system, while providing protection from waterborne disease. The City of Houston has been treating its water with chloramines for over twenty years. Water containing chloramines is perfectly safe for drinking, bathing, cooking, and most other uses we have for water. **HOWEVER, there are two categories of people who need to take special care with chloraminated water:**

**Kidney Dialysis Patients** – The change to 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 chloramines. Medical facilities should also determine if additional precautions are required for other medical equipment.

**Live Fish or Other Aquatic Animal Owners** – 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.

Following are questions and answers that may address questions that you may have.

### **What is chloramination?**

Chloramination is the use of both ammonia and chlorine to disinfect water. Ammonia is added to water at a carefully controlled level. The chlorine and ammonia react chemically to produce combined chlorine residual or chloramines. Chloramines are safe in drinking water and serve as an effective method of disinfection. In the U.S., many water systems have used chloramination for several decades.

### **How can I get more information?**

Feel free to contact the Fort Bend County MUD 165 Operator, Municipal District Services at (281) 290-6500, should you have a question or comment.

**NOTICE OF RIGHT TO REQUEST CONFIDENTIALITY**

You may make written request that your home address, telephone number, and Social Security number be kept confidential (with certain exceptions allowed by law).

**If you wish for this information to be kept confidential, please check the box below and return this form to Municipal District Services, P O Box 1827, Cypress, Texas 77410.**

Customer's Printed Name: \_\_\_\_\_

Address: \_\_\_\_\_

**Please keep my address, telephone number, and Social Security number confidential.**

\_\_\_\_\_  
**Customer Signature**

\_\_\_\_\_  
**Date**



Larry the Talking Sprinkler®

Get paid to give me an upgrade.



## Are your household appliances or sprinkler system out-of-date and wasting water?

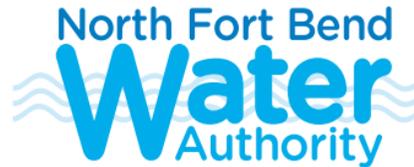
If so, it's time for an upgrade. Make an approved repair or replacement to your irrigation system or household appliances and you may be eligible for a rebate on a portion of your expenses. Let's get started on those upgrades.

Go to [www.talkingsprinkler.com/toolbox](http://www.talkingsprinkler.com/toolbox) to learn more and sign up.

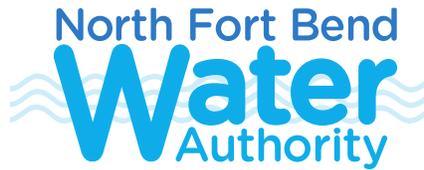
North Fort Bend  
**Water**  
Authority

Signing up for a FREE Sprinkler System evaluation is as easy as 1-2-3.

1. Visit [www.NFBWA.com/wiseguys](http://www.NFBWA.com/wiseguys).
2. Select the "Click here to get started" link.
3. Fill out the registration form.
4. Select a date and time that works for you.
5. When the evaluation is complete, you'll receive an online report with recommended repairs or adjustments. You are NOT obligated to make any of the recommended changes, but you might save some water if you do.
6. You will be automatically entered into a monthly drawing for a prize.



Larry the Talking Sprinkler®



Dear New Resident,

Welcome to the neighborhood! Your new home is located within the boundaries of the North Fort Bend Water Authority (the "NFBWA"). Along with your municipal utility district ("MUD"), the NFBWA has been tasked with ensuring that you and your neighbors have a sustainable, long-term water supply.

The NFBWA encompasses approximately 141 square miles in Fort Bend County, and includes the City of Fulshear and more than eighty MUDs. The NFBWA, along with the Fort Bend Subsidence District, was created by the state of Texas to reduce subsidence in Fort Bend County and to deliver a long-term sustainable supply of water from sources other than groundwater (i.e. surface water) to the water users within the NFBWA boundaries. For more information on subsidence, please visit [www.fortbendsubsidence.org](http://www.fortbendsubsidence.org).

When you receive your monthly water bill it will include a fee from the NFBWA. The NFBWA does not have the authority to levy a tax, so the NFBWA fees are used to construct and operate the necessary infrastructure to deliver surface water to areas within the NFBWA's boundaries.

Please review the attached brochure to learn more about the NFBWA and the NFBWA's water conservation programs. For more information about the NFBWA and the work we do, visit us at [www.nfbwa.com](http://www.nfbwa.com).

Sincerely,

Board of Directors  
North Fort Bend Water Authority

Enclosure

## How Surface Water Gets To Your Home



- 1 NFBWA receives surface water from the City of Houston.
- 2 The water goes through an extensive purification process at the City of Houston treatment plant.
- 3 The water is piped 40 miles to NFBWA's Pump Station.
- 4 The water is then pumped to the municipal utility districts (MUDs) served by NFBWA.
- 5 The water is again tested, disinfected, and stored in ground storage tanks by the MUDs.
- 6 The water is then distributed through each MUD's distribution system to residents and customers.



### Meter Station

This is where water from the City of Houston enters the Pump Station and is distributed through transmission lines to customers within NFBWA's boundaries.

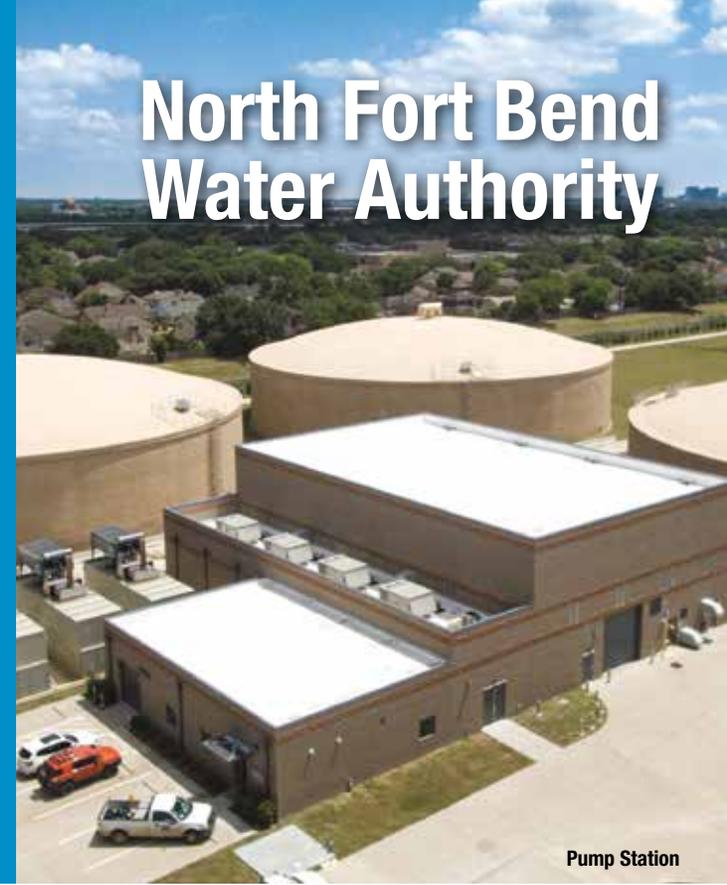
### NFBWA Objectives:

- Provide compliance with FBSD's groundwater reduction mandate.
- Equally allocate costs among NFBWA's Groundwater Reduction Plan participants.

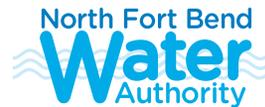
### NFBWA Facts:

- Approximately 141 square miles are within its boundaries, located generally south of Interstate 10 and north of Highway 90A in Fort Bend County.
- Approximately 56% of NFBWA is in existing MUDs.
- Includes 80 special districts and the City of Fulshear.
- Approximately 165 total permitted wells are subject to the NFBWA's pumpage fee.

# North Fort Bend Water Authority



Pump Station



North Fort Bend Water Authority  
c/o Allen Boone Humphries Robinson LLP  
3200 Southwest Freeway, Suite 2600  
Houston, Texas 77027  
[www.nfbwa.com](http://www.nfbwa.com)

*Provide.  
Conserve.  
Educate.*





Piping for water plant pumps

## About NFBWA:

The North Fort Bend Water Authority (NFBWA) was created in 2005. NFBWA is tasked with providing a long-term water supply to comply with the groundwater reduction requirements of the Fort Bend Subsidence District (FBSD).

Under FBSD requirements, NFBWA is required to convert 30% of the water usage within its boundaries to an alternative water supply, such as

surface water, by 2014 (completed), and 60% by the year 2025.



Water Valve Vault

These vaults keep meters and valves clean, dry, and secure.



## Current and Future Projects:

- **Luce Bayou Inter-basin Transfer Project**

This project will transfer additional raw water supplies from the Trinity River to Lake Houston.

- **Northeast Water Purification Plant (NEWPP)**

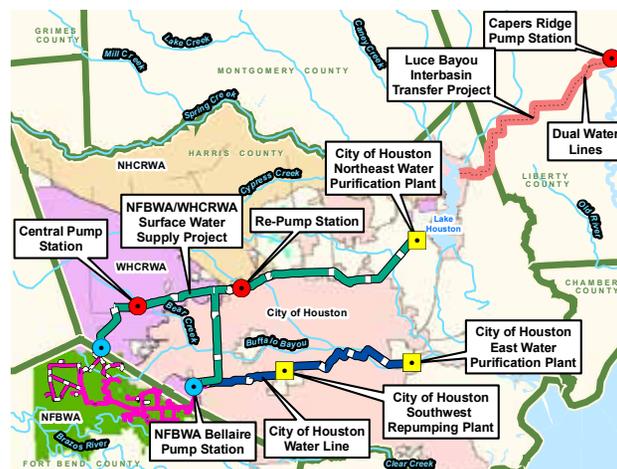
The City of Houston's NEWPP expansion will provide additional treated water to help meet water demands and conversion requirements for NFBWA and four other entities.

- **Surface Water Supply Project**

Surface water will be supplied from Lake Houston by way of the NEWPP through approximately 40 miles of 8-foot diameter pipeline and two large pump stations. The project extends north through Houston, west through Harris County, and south to NFBWA.

- **NFBWA 2025 Water Lines**

NFBWA will expand internal water lines to connect more water plants with surface water.



## Water Conservation Programs:

- **Larry's Toolbox**

NFBWA offers an incentive-based program that gives participating municipal utility districts, homeowners' associations, and cities an opportunity to implement water conservation strategies to reduce consumption and waste. The program, called "Larry's Toolbox" and featuring NFBWA's mascot "Larry the Talking Sprinkler," offers a variety of water saving tools ranging from irrigation system evaluations to rain barrels to high water usage notifications.

For more information on Larry's Toolbox, please visit [www.talkingsprinkler.com](http://www.talkingsprinkler.com).



Larry the Talking Sprinkler



- **15% Saves \$400 Million**

An analysis by the NFBWA's engineers determined that if residents and businesses reduce their water usage by 15% before 2040, then \$400 million to build new surface water infrastructure could potentially be avoided.