Welcome to Grand Lakes MUD #1

24-hour Emergencies (281)290-6503
Customer Service / Billing Issues (281)290-6507

Welcome to Grand Lakes MUD #1 (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.

MUNICIPAL DISTRICT SERVICES

Contact Municipal District Services at the following numbers:

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

Payment for water bills:

Water Bill payments are due:	13th 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 CheckFreePay
❖ Pay by Credit or Debit Card	Visa, MasterCard, Discover Card are accepted at 1-855-270-3592, or at www.mdswater.com
❖ Pay by eCheck	Call 1-855-270-3592 or go to www.mdswater.com
❖ Pay at Walmart	Pay with cash or debit card at any Walmart location
❖ The 4 payment options above 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:

Best Trash	**281-313-2378**

Contact for Tax Assessor:

Assessments of the Southwest	**281-482-0216 www.aswtax.com**

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 Grand Lakes MUD #1, 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.

Grand Lakes MUD No. 1

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 heath 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 ≤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 **Grand Lakes MUD No. 1 (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#: 30401-_____

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: $150.00 + NON-REFUNDABLE TRANSFER FEE: $30.00 = TOTAL AMOUNT: $180.00

VERY IMPORTANT INFORMATION ABOUT YOUR WATER SYSTEM DISINFECTION METHOD

Grand Lakes MUD 1 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 Grand Lakes MUD 1 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**

Dear Grand Lakes MUD 1 Resident,

Welcome to EyeOnWater!

Now you can view your water usage in few easy steps:

1. Visit https://eyeonwater.com on your computer using a supported web browser.
2. Click on the **Create Account** link.
3. Enter your service area zip code: **77450**

Enter your billing account number (exactly as it appears on your bill): **30401-059XXXXXXX**

Click Next

Verify that your information is correct, then click Next

4. Enter your name and email address.
5. Create and confirm a password.
6. You will get a confirmation email from BEACON. You must verify your email address by clicking on this link. Once you do, you can sign in using your email and password.

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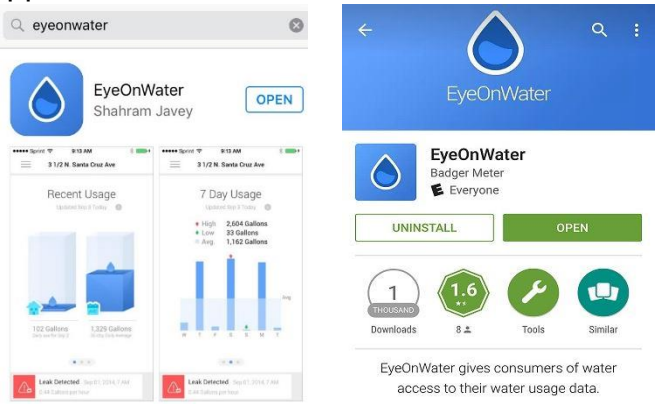
Phone App Instructions:



1. Go to the App Store on your Android or iPhone and search for “eye on water.”

(Note if using an iPad make sure to select iPhone only from the drop down menu)

2. Download the free App to your iPhone or Android Phone.
3. Open the App.
4. Tap on the Register button.
5. Tap on “Enter your account information manually.”
6. Enter your Zip Code.
7. Select your water provider.
8. Enter your Account ID.
9. Tap on the Next button.
10. Enter a valid e-mail address.
11. Create and confirm a password.
12. Verify that you have read the Terms of Service.
13. Tap on the Next button.
14. An email will be sent to the address you provided.
15. Click or tap on the link in the email to verify it is valid.
16. You can now sign in to your account.

Please note you cannot create a leak alert from the app please use www.eyeonwater.com

Welcome to the Eye On Water home page!

Set up Leak Notifications to notify you (via email and/or text) about potential leaks.

Compare your current usage to the previous week's usage

Easily view your daily usage graphs, as well as overlays that you can select, such as the daily average temperature

Any time you see a question mark, click on it to take you to the help section, so that you can learn how to use Eye on Water more efficiently

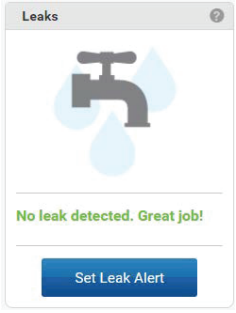
View information regarding your meter, including the last reading time and when the next update will be.

Export your Hourly, Daily or Monthly Meter Reads into an excel spreadsheet

Remember!

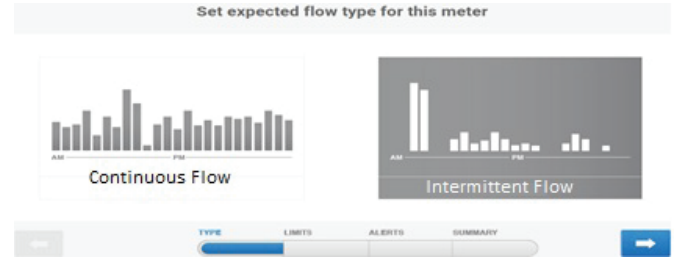
The water we save today can help save tomorrow!

Leak Notifications are a useful way to monitor your system for potential leaks.



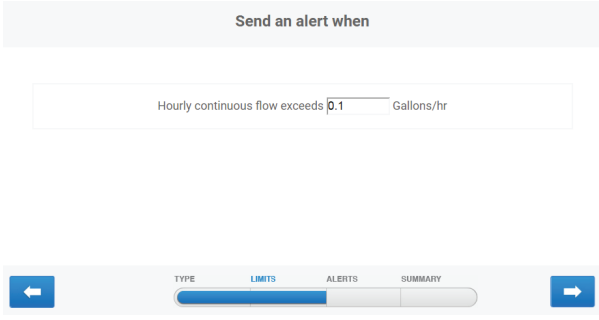
Step 1:

Click on
“Set Leak Alert”



Step 2:

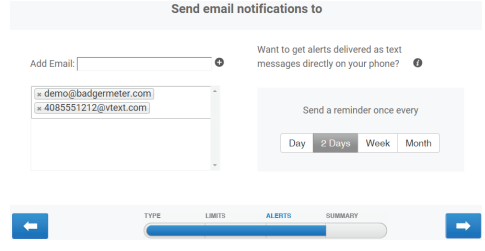
Define the type of flow you expect for this meter. We recommend Intermittent Flow.



Step 3:

Determine the amount of gallons per hour to be exceeded for a notification to be sent. We recommend not to exceed 10 gallons per hour. Enter this amount in the “Hourly continuous flow exceeds,” field. While your meter collects data every hour, it is updated once a day (you can see what time this takes place in the “Your Meter” section on the Home Page). Notifications will cover a 24 hour period, letting you know that in the past 24 hours the base flow per hour exceeded the amount that you set. Please refer to the “Water Usage” section below for an idea of average usage, keeping in mind that usage will vary depending on the needs of that household/business.

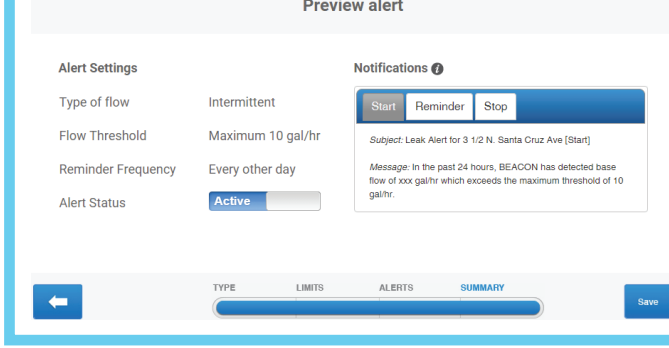
Step 4:



Set up where you want thenotification to be sent. You can set up multiple email addresses to receive alerts. Enter the email address in the “Add Email” field, then click on the plus button next to it. Repeat this as many times as you need to add all of the emails you wish to receive notifications. You can also set up a text alert to be sent. In the same "Add Email” field enter your phone number as an email address (for example, ATT customers would enter 1234567891@txt.att.net). Click on the inext to “Want to get alerts delivered as text messages directly on your phone?” for more information based on provider. In this step, you will also set up how often you want a reminder sent to you. You can set it up to remind you daily, once every two days, once a week, or even once a month.

Step 5:

Review the notification that you haveset up. If everything looks right, click on Save.To turn off the notification simply click the “Active” button to make it “Inactive,” then Save your changes.

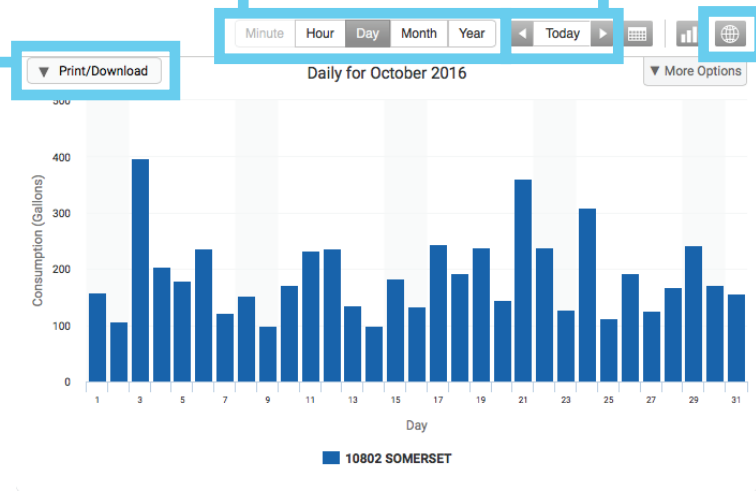


Usage Graphs are a great way to keep an eye on your water usage.

View usage by the minute, hour, day, month, or year.

Easily pull up the date you wish to see the usage data. Scroll through days by using the left and right arrows, or click on the calendar to select the date you want.

-This gives yout he option to:
- -Print the Chart
- -Download the PNG Image
- -Download PDF Document

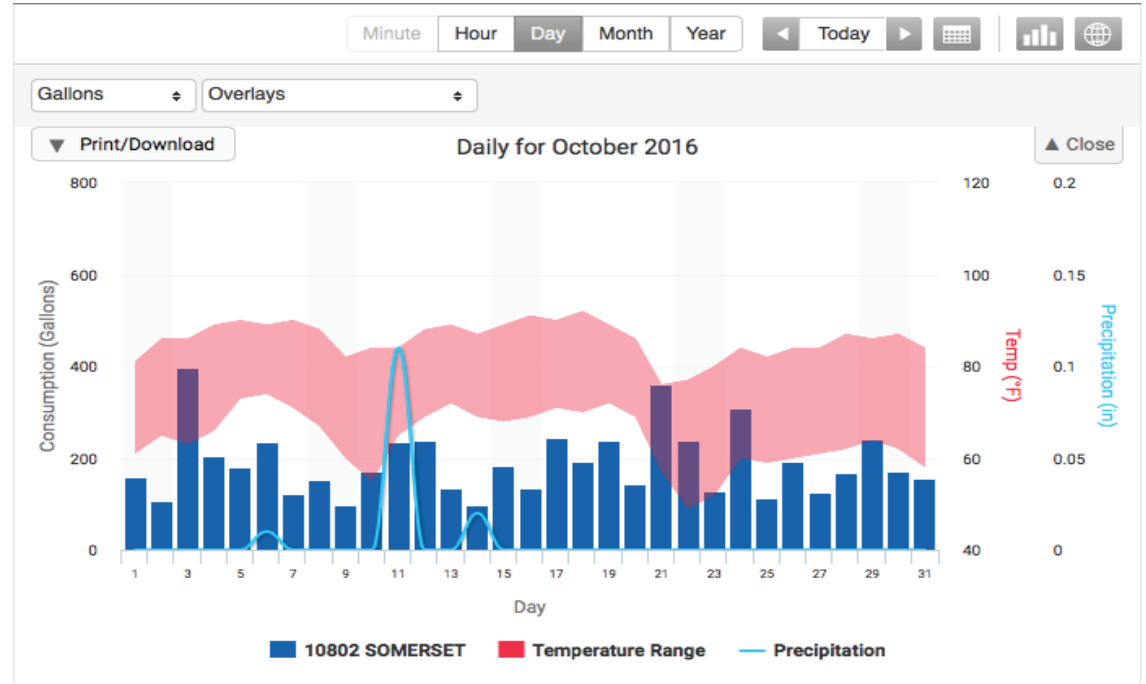


Click on the globe to see a map of the approximate location of your meter.

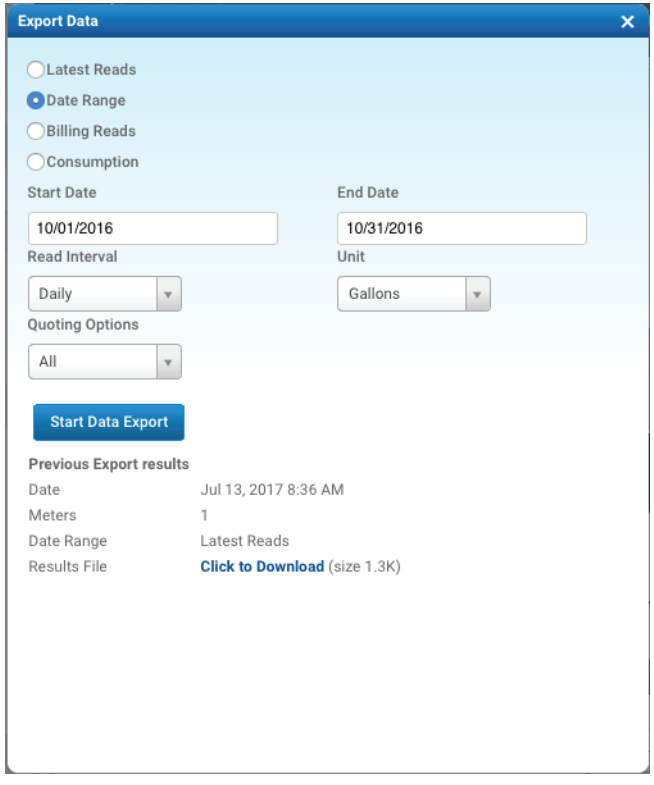
When you select the **More Optoins** tab on the graph above, you are given more viewing options:

-You can view your usage data by:
- -Gallons - this is how your water bill is calculated
- -Cubic Feet
- -CCF or Centum Cubic Feet. One CCF is equal to 100 Cubic Feet or 748 Gallons

-You can also view your usage data in relation to temperature and precipitation overlays. Available overlays are:
- -Temperature in Fahrenheit
- -Temperature in Celcius
- -Inches of Precipitation
- -Millimeters of Precipitation



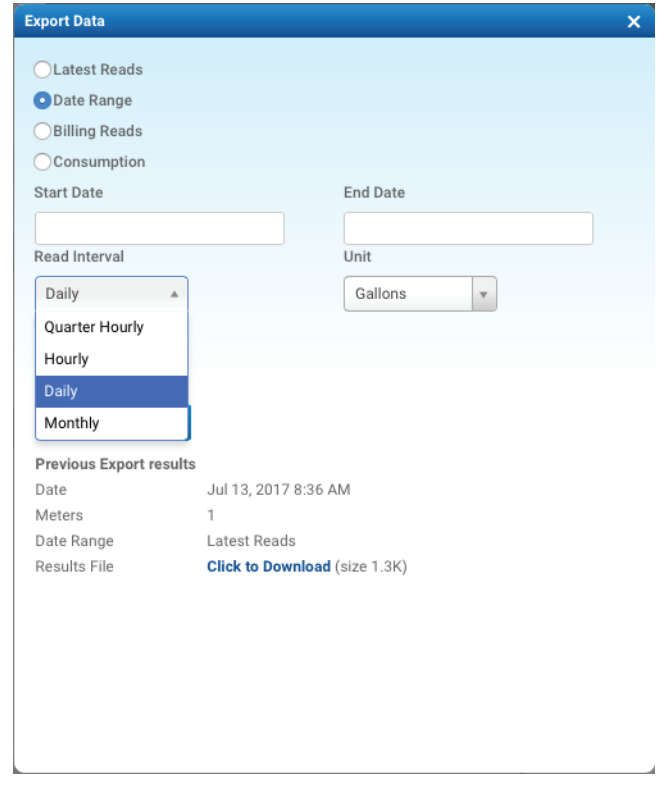
Exporting



When you export by Daily Meter Reads, it will generate a spreadsheet showing the actual meter reads for the specified time period you designate.

Select Daily Meter Reads. Then enter the start date and end date.

Select “Start Data Export” to run the report.



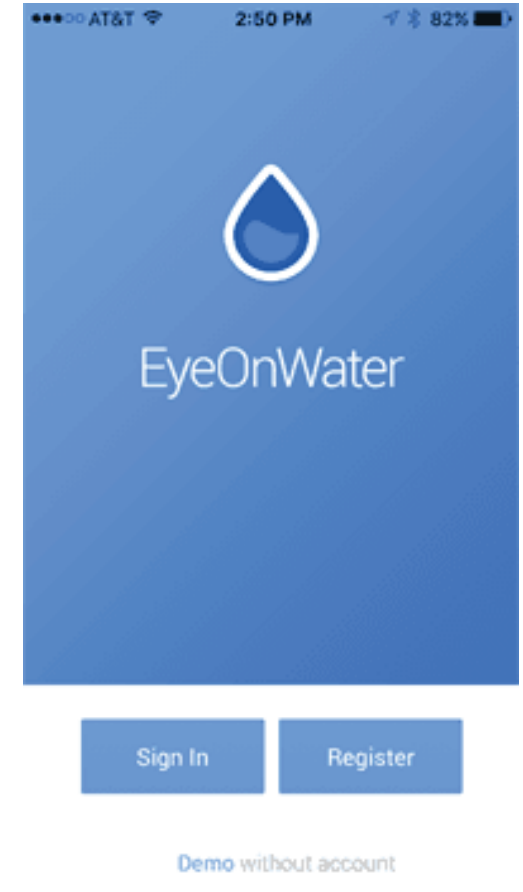
Choose what dates you’d like to view. It will then generate an excel spreadsheet that provides the usage in gallons based on the aggregation you select.

Select how you would like to receive the date: by hour, by day, or by month.

EyeOnWater has an app that is available for Android and Apple users.

Download it from your app store and sign in to your EyeOnWater account to easily access your usage on the go. You can even register for the first time on the app if you havent already

What are you waiting for?



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.

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.

Sincerely,

Board of Directors
North Fort Bend Water Authority

Enclosure

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.

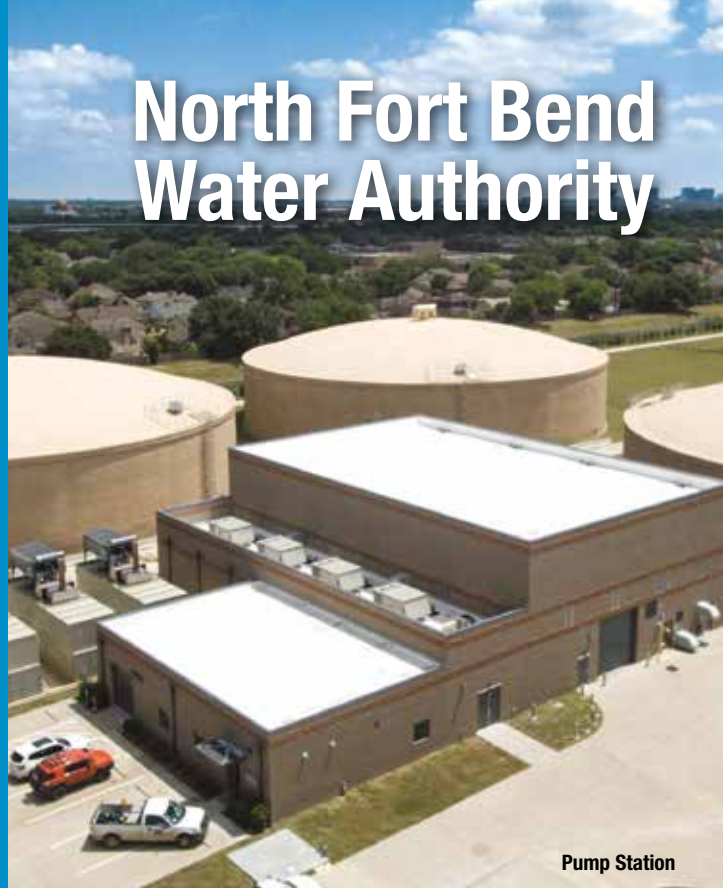
NFBWA Objectives:

- 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

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

Provide. Conserve. Educate.

North Fort Bend Water Authority

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)**

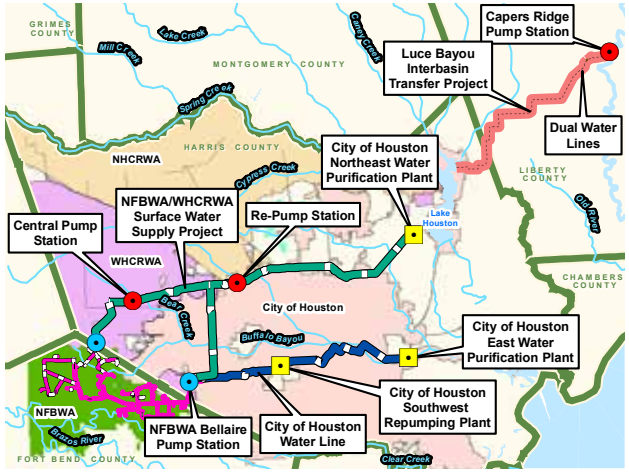
The City of Houston's NEWPP expansion will provide additional treated water to help meet water demands and conversion requirements for NFBWA and four other entities.

- **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.

- **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.