

Welcome to Harris County MUD #86

24-hour Emergencies (281)290-6503

Customer Service / Billing Issues (281)290-6507

Welcome to Harris County MUD #86 (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:

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:	22 nd 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 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 Tax Assessor:

Utility Tax Service	713-688-3855 www.utilitytaxservice.com
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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 Harris County MUD #86, 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.

Harris County MUD No. 86

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 Harris County MUD No. 86 (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#: 30422-_____

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

Harris County MUD 86 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 Harris County MUD 86 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

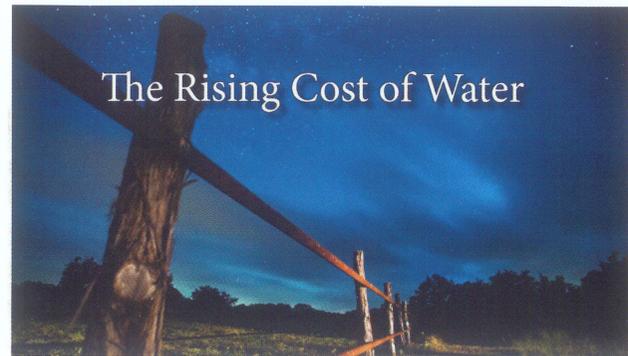


How will we pay for our future water resources?

The NHCRWA was not given taxing authority when it was created by the State Legislature. Instead of taxes, fees are charged for groundwater pumped by the utility districts and their customers within the NHCRWA's boundaries. They are also charged for the delivery of surface water. These fees are collected to pay back the bonds and State Water Implementation Fund for Texas (SWIFT) funds incurred by the Authority for the costs of the infrastructure and operating costs.

While the Authority has pledged to *keep the fees as low as possible, for as long as possible*, we know that the cost of water will continue to go up in the future. Here are the new rates:

Effective April 1, 2019:
Groundwater — \$3.85/1000 gallons
Surface water — \$4.30/1000 gallons



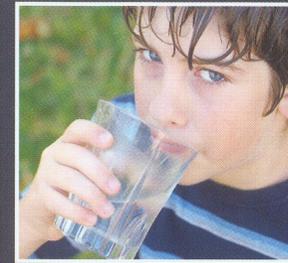
The Rising Cost of Water

The NHCRWA invites you to visit www.nhcrwa.com and watch our new video presentation



**NORTH HARRIS COUNTY
REGIONAL WATER AUTHORITY**
www.nhcrwa.com
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PRINTED 02/2019



WHY DOES THE COST OF WATER KEEP GOING UP?



Decades before **WATER** became the global issue that it is today, the state of Texas had begun taking aggressive measures to preserve and protect this finite natural resource. In fact, The Lone Star State is recognized as having one of the most comprehensive **state water plans** in the nation. That's a good thing because a staggering number of businesses and people relocate to Texas every year.

Experts now forecast that the state's population will increase more than 70 percent between 2020 and 2070, from 29.5 million to 51 million. Over half of this projected growth will occur in the Dallas-Fort Worth and Houston metropolitan areas.

Each year, the **Texas Water Development Board** collects information on water usage and comprehensive population projections from water systems around the state. The **State Water Plan** – produced every five years -- provides a critical roadmap for our long-term planning.

For decades, drinking water for much of southeast Texas has traditionally come from the **Gulf Coast Aquifers** – made up of many layers of clay, rocks and sand. Over geologic time, these layers naturally compact, and collapse underground, never to be restored. Sadly, the area's steadily increasing population and voracious thirst for water sped up this natural process. Aggressive groundwater pumping not only resulted in a decline of the underground aquifers, but also triggered land surface *elevation loss*, or what is called **subsidence**, throughout the region.

The Harris-Galveston Subsidence District (HGSD) was created by the Texas Legislature in 1975 to study and control subsidence in Harris and Galveston counties. The District issued a regulatory plan requiring industries on the Houston Ship Channel to convert from groundwater to surface water. The results were

dramatic -- subsidence in the Baytown-Pasadena area was dramatically improved, and has since been largely halted.

Groundwater Reduction Regulations for NW Harris County

The combination of subsidence in northwest Harris County and evidence that aquifers were beginning serious decline confirmed the need to convert to surface water. Based on the success of their initial effort, the Subsidence District took a similar approach in north and west Harris County.

The first phase of the District's mandate was completed in 2010, which reduced reliance on groundwater by 30 percent. The next deadline is 2025 – requiring 60 percent conversion to alternative(or surface) water.

Back in the 1950's, some visionary Houston officials understood that achieving the city's future economic potential hinged on securing the rights to nearby surface water resources. Their foresight led to the construction of three man-made lakes as water storage reservoirs – Lake Houston, Lake Livingston and Lake Conroe -- fed by the San Jacinto and Trinity Rivers.

Fortunately, the Houston region can now rely on the surface water resources secured all those years ago. There are still some hurdles ahead, however, because there is not enough water in the San Jacinto River system to meet our 2025 needs and beyond.

Where will these future supplies come from?

Since its creation in 2000, the North Harris County Regional Water Authority (NHCRWA) has complied with Subsidence District groundwater reduction mandates. The NHCRWA is also responsible for building the water infrastructure to deliver treated water to the municipal utility districts (MUDs) to serve

hundreds of thousands of residents...and that's no small task. The current challenge is to complete the planning and engineering stage of the multi-pronged 2025 conversion system.

A new alliance of regional water providers has teamed up to initiate the **Luce Bayou Interbasin Transfer Project** with the capacity to bring raw water from the Trinity River to Lake Houston and the City's North East Water Purification Plant. The partners include the City of Houston, the North, West and Central Harris County Regional Water Authorities, the North Fort Bend Water Authority, and the Coastal Water Authority.

Construction of the 90-acre **Capers Ridge Pump Station** on the Trinity River's west bank is underway. When fully functional, it will be able to divert up to 500 million gallons of water a day from the Trinity River and pump it into side-by-side underground pipelines. The water will flow through these huge waterlines to a storage and sedimentation basin, and then into a canal that runs to the northeastern tip of Lake Houston.

In anticipation of more raw water coming into the Lake Houston reservoir, regional water authorities and the City of Houston forged a partnership to accomplish an expansion of the **Northeast Water Purification Plant** with each paying its fair share of the costs. This multi-billion dollar project -- to be completed in phases over the next 6 to 9 years -- will increase the treatment capacity from the current 80 million gallons a day to 400 million gallons a day.

In addition to the cost of purchasing the surface water from the City of Houston, there are shared transmission, operations and maintenance expenses to be paid. All of these factors -- coupled with the cost of constructing the NHCRWA's 2025 water supply system -- will impact the future cost of water.