

# Welcome to Montgomery County M.U.D. No. 96

24-hour Emergencies (281)290-6503

Customer Service / Billing Issues (281)290-6507

Welcome to Montgomery County M.U.D. No. 96 (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:	27 <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 CheckFreePay
❖ 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
❖ 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:

<b>Texas Pride Disposal</b>	<b>281-342-8178</b>
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## Contact for Tax Assessor:

<b>Assessments of the Southwest</b>	<b>281-482-0216</b> <b><a href="http://www.aswtax.com">www.aswtax.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 Montgomery County M.U.D. No. 96, 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.

# Montgomery County MUD No. 96

## 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 Montgomery County MUD No. 96 (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#: 30438-\_\_\_\_\_

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

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

### EMAIL IMMEDIATELY TO YOUR CUSTOMER CARE AGENT:

1. A COPY OF PICTURE I.D.
2. A COPY OF TOP PORTION OF CLOSING DISCLOSURE STATEMENT OR HUD-1 SETTLEMENT STATEMENT

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

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

**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**

To the residents of the

# Montgomery County MUD No. 96

Texas Pride Disposal will be your new solid  
waste collection provider!

## *Service & Collection Guidelines*

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TEXAS PRIDE  
DISPOSAL

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### ★ *Service Days and Hours*

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**Trash:** Tuesday & Friday    **Recycle:** Friday

Please have waste curbside by 7:00 am. Service hours may change with new provider.

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### ★ *Holiday Schedule*

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Texas Pride Disposal observes four holidays: New Year's Day, Independence Day, Thanksgiving Day, and Christmas Day. In the event that your service day falls on a holiday, collection will roll to the next regularly scheduled collection day.

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### ★ *Household Trash*

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Waste should be placed in the TPD-provided cart, personal cans 20 to 96 gallons and under 50 pounds, or sturdy bags not exceeding 50 pounds. Waste should be placed curbside.

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### ★ *Yard Waste*

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Yard waste should be bagged or placed in cans not exceeding 50 pounds. Bagged yard waste should be placed curbside next to cart. Branches should be placed curbside in bundles measuring no more than 4' x 4' x 4' and under 50 pounds. Limit 8 bundles per service day.

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### ★ *Heavy Trash & Bulk Waste*

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Texas Pride Disposal will collect two heavy trash/bulk items per service day. Items include furniture, appliances, carpeting (tied and bundled), fencing (nails removed, tied and bundled under 4' in length), and other items not disposed of regularly. Items should be curbside.

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### ★ *Items Excluded from Regular Collection*

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The following items cannot be collected: dirt, rocks, brick, concrete, liquid paints, fuels, oils, tires, pesticides, fertilizer, and batteries. Please contact us to discuss solutions for proper disposal of these items.

#### **Contact Texas Pride Disposal**

(281) 342-8178

M-Th, 8:00-5:00; F 8:00-4:00

[www.texaspridedisposal.com](http://www.texaspridedisposal.com)

[service@texaspridedisposal.com](mailto:service@texaspridedisposal.com)



# Recycle Right with Texas Pride Disposal



Follow the collection guidelines below to properly recycle.


## ★ Service Days and Hours


Collection every Friday. Service hours may change with new provider.


## ★ Collection Guidelines


- Place all recyclables in the container provided by Texas Pride Disposal, old recycle bins, or containers clearly labeled RECYCLE.
- **DO NOT BAG RECYCLABLES.** Place recyclables loose in your recycle container.
- Please rinse cans, jars, jugs, and bottles before placing in your recycle container.
- Have your recyclables curbside by 7:00 am.
- Additional containers can be purchased by contacting Texas Pride Disposal.

## ★ Accepted Recyclable Material

	Paper Products (dry)			
	Newspaper	Catalogs	Grocery Bags	Soda/Beer Boxes
	Junk Mail	Wrapping Paper	Egg Cartons	Cardboard Boxes
	Magazines	File Folders	Shoe Boxes	Paper Towel Rolls
	Envelopes	Computer Paper	Phone Books	Waxboard Boxes

Plastic Products (rinsed)		
Plastics #1-#7	Bleach/Detergent Containers	
Milk/Juice Bottles	Household Cleaner Containers	
Soda/Water Bottles	Plastic Flower Pots	
Shampoo/Soap Bottles	Microwave Dinner Trays	

	Metal Products (rinsed)	
	Soda/Juice/Beer Cans	Pie Trays
	Canned Food Cans	Metal Jar Lids
	Pet Food Cans	Pots & Pans
	Aluminum Foil	Aerosol Cans

Glass Products (rinsed)				
Soda Bottles	Wine Bottles	Beer Bottles	Jars	

## ★ Commonly Mistaken Unacceptable Items - Place these in TRASH

Styrofoam	Plastic Bags	Ceramics	Mirrors	Soiled Pizza Boxes
Coat Hangers	Light Bulbs	Paper Towels	Soiled Paper	Soiled Facial Tissue



TEXAS PRIDE  
DISPOSAL