

Welcome to Sedona Lakes MUD #1

24-hour Emergencies (281)290-6503

Customer Service / Billing Issues (281)290-6507

Welcome to Sedona 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.



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:	28 th 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
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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 Sedona 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.

Sedona 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 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 Sedona 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#: 30409-_____

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: \$100.00 + NON-REFUNDABLE TRANSFER FEE: \$30.00 = TOTAL AMOUNT: \$130.00

Sedona Lakes Municipal Utility District No. 1 of Brazoria County

BEST TRASH is your new trash and recycling collection provider.

Trash collection twice weekly on Tuesday and Friday with new 96 gallon trash carts.

Recycle collection once weekly on Tuesday with new 96 gallon recycle carts.

Please have trash and recyclables out to the curb by 7:00 a.m.

TRASH: On each regularly scheduled collection day, Best Trash will collect residential refuse located at the curbside in the provided roll-out carts. Please place the carts in the street adjacent to the curb facing forward. Residents are restricted to one Best Trash cart for refuse and are encouraged to confine refuse to the cart, however additional refuse may be placed in containers (between 30-50 gallons), boxes or bags (not weighing over 40 pounds), and placed next to the Best Trash provided trash cart.

Items excluded from normal collection are dirt, rocks, bricks, concrete, tires, batteries, motor oil, cooking oil, waste generated by a private contractor or any materials or items deemed hazardous materials. Please do not dispose of gasoline, motor oil, paints, cooking oil, or any other liquid items in a container that are not visible to Best Trash personnel. If the disposal of such items results in spillage that causes a stain, Best Trash is not responsible for the cleanup. Best Trash will leave a tag explaining the reason for any non-collected item(s).

Trees, shrubs, brush trimmings and fencing must be bundled in lengths no greater than 4 feet with no branch diameter exceeding 3 inches. The bundling is required to allow quick pickup, and size limitations are required to avoid damaging the equipment in the compacting process.

Items such as appliances, furniture, mattresses, and carpet (up to 1 room, rolled up four feet wide and less than 40 pounds, bundled and tied) will be picked up on both of your collection days. By Federal Law, refrigerators, freezers, and any other items containing Freon must be drained of Freon and have an accompanying bill to validate such service was performed.

SPECIAL ITEMS: An enhanced feature of Best Trash is special pick up for items excluded by the contract. If notified in advance, Best Trash will meet with you prior to your collection day to determine a price to haul away non-contract items. If you do not notify Best Trash of such a special pick-up before your scheduled collection day, we will leave a notice for you to contact Best Trash during normal office hours to arrange a price and time for the special collection.

RECYCLE: Best Trash takes great pride in our recycle program. Ensuring the best recycle program for our customers takes time and effort on both sides. Please remove caps, liquids and food products from inside the containers. Please only use the provided recycle cart for recyclable materials; it is NOT an extra trash container.

Best Trash will collect paper (including cardboard), plastics (1-7), aluminum and tin cans, and glass (all colors) that are placed within the provided Best Trash 96 gallon recycle cart. If items exceed container capacity, please place them adjacent to the cart well marked as recyclable materials. Cardboard is recyclable, so please break down all boxes, and place them next to the recycle cart for collection. If you find items left in your cart, it means they are not recyclable. Please dispose of these items in your trash container for the next scheduled pick up.

Best Trash will provide each current residence with one recycling cart and one trash cart. Best Trash will replace any carts that are defective or otherwise become unusable due to normal wear and tear. Lost or stolen carts can be replaced at \$65.00 each by calling Best Trash.

HOLIDAYS: If your regular collection day falls on a holiday (New Year's Day, Memorial Day, July 4th – Independence Day, Labor Day, Thanksgiving Day, and Christmas Day), the collection will be made on the next regularly scheduled collection day. If your recycle collection day falls on a holiday it will be picked up the next week on your regularly scheduled recycle day.

Best Trash
281-313-2378
www.best-trash.com

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