



Welcome to Fort Bend County Municipal Utility District No. 2

www.fortbendmud2.org

24-hour Water/Sewer Emergencies (281)290-6503

Customer Service / Billing Issues (281)290-6507

Security Patrol Services (713)504-1978

Garbage Services (281)342-8178

Tax Office (281)482-0216

We are happy to have you as a customer of Fort Bend County M.U.D. No. 2 (District) whether you are a property owner or a tenant. The District provides water, wastewater, patrol, and garbage services to customers residing within the District.

For important District messages and information regarding garbage service, security and water conservation, please visit our website: www.fortbendmud2.org

WATER & SEWER SERVICES: The District is governed by a Board of Directors who establishes policies, and set rates for the District and is regulated by the Texas Commission on Environmental Quality. Day to day operations of the District is the responsibility of the District Operator, Municipal District Services (MUNICIPAL DISTRICT SERVICES). **To contact the District's Operator regarding water or sewer service or billing questions,** please call MUNICIPAL DISTRICT SERVICES:

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



WATER BILL DUE DATE: Payment for water bills is due by the **4th of each month**. Please call **281-290-6507** if you have not received a bill prior to the 4th to obtain your balance due, as it is considered due and payable by the 4th to avoid late fees and water service termination.

ON-LINE ACCOUNT ACCESS: Access your water account on-line and sign-up for E-bill notification! Log onto www.mdswater.com

WATER BILL PAYMENT OPTIONS: The District offers several ways to pay your water bill.

- **IN-DISTRICT DROP BOX:** For your convenience, the drop box is conveniently located at 10322 Old Towne in the parking lot of the Townwest HOA's Recreation Center and Pool. It is available to you 24 hours per day. Cash is NOT accepted.
- **BY MAIL:** As always, you can mail your payment with the coupon in the return envelope provided. Using the materials provided insures the proper and timely posting to your account.
- **PAY AT YOUR SUPERMARKET:** You may pay your bill at Walmart, H.E.B., Kroger, and other grocery store locations that offer CheckFreePay. You will need to have your payment coupon to make payments at the store. There is a \$1.50 service charge for this service. Payments should post to your water account by close of the second business day.
- **PAY BY CREDIT CARD:** You may pay by credit card on the Internet or by phone (**American Express cards are not accepted at this time**). The website is www.mdswater.com. The phone number is 1-855-270-3592. There is a \$3.50 convenience fee per transaction up to \$300.00, or 2.65% on payments over \$300.00 to use this service. Payments should post to your water account by close of the second business day.
- **PAY WITH YOUR ON-LINE BILL PAY SERVICE:** You may continue to pay your bill on-line through your bill payment service. There is no charge from your water district to use this payment method. Please check with your on-line bill pay company for delivery date.
- **Pay by eCheck:** You may pay over the internet or phone via an electronic check. Website is: www.mdswater.com and phone number is 1-855-270-3592. There is a \$3.50 convenience fee each time you use this service. Payments should post to your water account by close of the second business day.

The above options are not available for non-sufficient fund items or terminated service payments. Customers with non-sufficient fund items and terminated service must come to the MUNICIPAL DISTRICT SERVICES office located at 406 W. Grand Parkway S., Suite 260, Katy, TX 77494 or 16758 Telge Road, Cypress 77429 with cashier's check or money order to settle their accounts.

NORTH FORT BEND WATER AUTHORITY: Fort Bend County MUD No. 2 receives surface water from the North Fort Bend Water Authority (NFBWA) and charges each customer for that water. It appears on your water bill as "NFBWA." The District is required to convert from groundwater to surface water as mandated by the Fort Bend Subsidence District. For more information about the NFBWA, visit their website at www.NFBWA.com

PATROL SERVICE: The District provides Patrol Service to the residents of **Townwest 1-6, Riverway Estates, and Eldridge Park Village**. This service is being provided to complement law enforcement services provided by other governmental or private entities -- it is in addition to, and not a substitution for, those other services. The security patrol officers are certified peace officers. Officers are armed, are able to make arrests and issue citations. Patrols will be varied, both as to routes and times, and are not available on a 24-hour/7 day a week basis. Please continue to call 911 for emergencies and the Fort Bend County Sheriff 24-hour dispatch at (281)341-4665 for non-emergencies. You may also call the direct patrol number for non-emergencies – (713)504-1978 – which will be answered only during patrol hours.



HOME WATCH
Going on vacation? Call the Patrol Service at 713-504-1978 to sign-up for this free service! Provide your name and address and let the Patrol Service watch your home while you're away!

PLEASE NOTE: Patrol services by MUD #2 are subject to change and/or be discontinued without notice.

GARBAGE SERVICES: Service days are Monday and Thursday (Monday being Recycle day). Please have your containers and/or bags at the curb by 7:00am. Trash can be placed at curbside after 6:00pm the night before your scheduled service day. Collection of refuse will not start before 7:00am or continue after 6:00pm on the same day. Exceptions would be due to unusual circumstances.

Recycling day is MONDAY. Please place your recyclables at the curb by 7:00am. Please write your address on the recycle bin issued for your home, and leave the bin for the next occupant if the house is vacated. Additional and replacement bins can be purchased for \$7.00 each.

For assistance or questions, please call Texas Pride Disposal at: **(281)342-8178**. Our office hours are Monday through Thursday 8:00am to 5:00pm and Fridays 8:00am to 4:00pm. You can also contact us via email at service@texaspridedisposal.com. Please visit us on our website at: www.texaspridedisposal.com/fbmud2.

TAXES: Fort Bend County MUD No. 2 assesses taxes each year to customers of the District. Taxes are due by January 31 of each year. Payments should be made payable to:

Fort Bend County Municipal Utility District No. 2
c/o Assessments of the Southwest
P.O. Box 1368
Friendswood, TX 77549-1368

If you wish to pay by credit card, please visit the tax assessor/collectors website at: www.aswtax.com.

If your tax bill is not paid by your mortgage company and you have not received a tax bill by the end of the year, please call Assessments of the Southwest at (281)482-0216 or get information about your account from their website at www.aswtax.com. Also, information about the water district can be found on our website at www.fortbendmud2.org.

AGREEMENT
FOR WATER AND SEWER SERVICE

Each customer ("Customer") must complete and sign this Agreement for Water and Sewer Service ("Agreement") before **Fort Bend County Municipal Utility District No. 2** ("District") will begin water or sewer service. In addition, when service to an existing connection has been suspended or terminated, the District will not re-establish service unless it has a completed and signed copy of this Agreement. The District will maintain a copy of this Agreement as long as Customer and/or the premises is connected to the District's water system.

- A. **TERMS.** In addition to all terms and conditions of the District's current Rate Order and all subsequent amendments to it, all incorporated herein by reference:

PLUMBING RESTRICTIONS PER STATE REGULATION:

- (1) 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 backflow prevention assembly in accordance with Commission regulations.
 - (2) 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.
 - (3) No connection exists which would allow the return of water used for condensing, cooling or industrial processes back to the public water supply.
 - (4) 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.
 - (5) Plumbing installed after January 4, 2014, bears the expected labeling indicating :S0.25% lead content. If not properly labeled, please provide written comment.
 - (6) No solder or flux which contains more than 0.2% lead exists in private water distribution facilities installed on or after July 1, 1988.
- A. Customer shall allow his/her property to be inspected for possible cross-connections and other unacceptable plumbing practices. These inspections shall be conducted by the District or its designated agent prior to initiating water service to new construction or to buildings with new plumbing; when there is reason to believe that cross-connections or other unacceptable plumbing practices exist; or after any major changes to the private plumbing facilities. The inspections shall be conducted during the District's normal business hours.
- B. The District shall notify Customer in writing of any cross-connection or other unacceptable plumbing practice which has been identified during the initial inspection or the periodic inspections.
- C. Customer shall immediately correct any unacceptable plumbing practice on his/her premises.
- D. Customer shall, at his/her expense, properly install, test, and maintain any backflow prevention device required by the District. Copies of all testing and maintenance records shall be provided to the District.
- E. Customer understands and agrees that the District does not guarantee any specific quantity or pressure of water for any purpose whatsoever and that the District is not liable to Customer for failure or refusal to furnish any particular amount of pressure of water to Customer at any time.
- II. **ENFORCEMENT.** In addition to all terms and conditions of the District's current Rate Order and all subsequent amendments to it, all incorporated herein by reference, if Customer fails to comply with the terms of this Agreement, the District may, at its option, either terminate service or properly install, test, and

maintain an appropriate backflow prevention device at the service connection. Any expenses associated with the enforcement of this Agreement shall be billed to Customer.

III. CUSTOMER INFORMATION.

Full Customer Name: _____

Date Service Requested to Begin: _____

Service Address: _____ Account No.: **30445-**

Customer Mailing Address: _____

City/State/Zip Code: _____

Telephone Number(s): Day: _____

Evening: _____

Home: _____

Work: _____

Mobile: _____

Customer Date of Birth: _____

Customer Social Security Number (last 4 numbers only): _____

Alternate Contact (Name & Phone Number): _____

Check one below:

OWN RENT COMMERCIAL

Tenant Names and Contact Information (For Commercial or Other User with a single meter serving multiple tenants):

Tenant Name(s)	Phone Number
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Please fill out the foregoing completely, sign below, and return the original with a copy of valid identification and proof of ownership or residency and applicable deposit.

CUSTOMER SERVICE: 281-290-6507/

eCheck and Credit Card payments: 1-855-270-3592 or mdswater.com

RENTERS DEPOSIT: \$300.00
Application Fee: \$ 45.00
Total Due: \$345.00

OWNERS DEPOSIT: \$100.00
Application Fee: \$ 45.00
Total Due: \$145.00

CUSTOMER SIGNATURE: DATE _____

IV. SERVICE INFORMATION (FOR OFFICE USE ONLY)

Connection Date: _____

Deposit Amount Received: _____

Non-Refundable Transfer Fee(s) Received: _____

Date Identification Received: _____ Copy Attached: YES_ NO Date

Proof of Ownership Received: _____ Copy Attached: YES_ NO Date

Proof of Residency Received: _____ Copy Attached: YES NO _____

Updates to Tenant Names and Contact Information (For Commercial or Other User with a single meter serving multiple tenants)

_____ Date: _____

_____ Date: _____

_____ Date: _____

NOTICE ABOUT CONFIDENTIALITY OF CUSTOMER INFORMATION

Chapter 182 of the Texas Utilities Code as amended in 2021 by House Bill 872 provides that a government-operated utility may not disclose personal information (customer's address, telephone number, and social security number) in a customer's account, or any information related to the volume or units of utility usage or amounts billed or collected for such utility usage, unless the customer elects to allow such information to be disclosed.

The Utilities Code requires the District to provide notice of the customer's right to allow disclosure of his or her information. Therefore, if you wish to allow disclosure of your personal information, please check the box below and return this form to the District.

NOTE: The District is allowed to disclose information in a customer's account record to federal, state or local government officials; to District employees, officials and operations personnel; to consumer reporting agencies; to a contractor or subcontractor approved by and providing services to the District, the state, a political subdivision of the state, or the United States; or to any other provider of utility services.

Authorization to Disclose Customer Information

PLEASE CHECK BOX IF ALLOWING DISCLOSURE OF PERSONAL INFORMATION

The undersigned customer allows the District to disclose the customer's account information and personal information as identified by Texas Utilities Code.

By: _____
Signature Date

Printed Name and Address

VERY IMPORTANT INFORMATION ABOUT YOUR WATER SYSTEM DISINFECTION METHOD

Fort Bend County MUD 2 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.

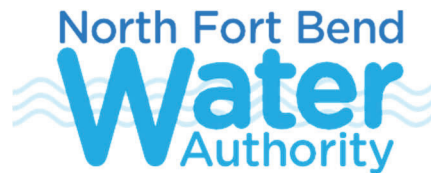
Following are questions and answers that may address questions that you may have.

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 2 Operator, Municipal District Services at (281) 290-6500, should you have a question or comment.



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.

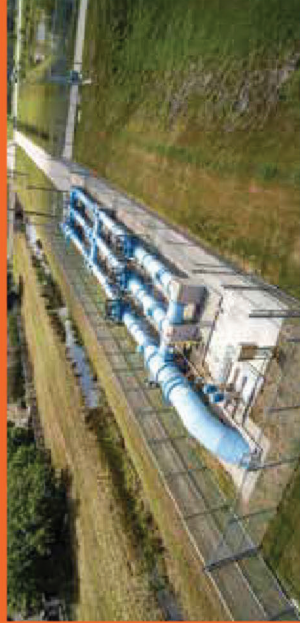
Sincerely,

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 boundaries.

North Fort Bend Water Authority

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.



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

*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

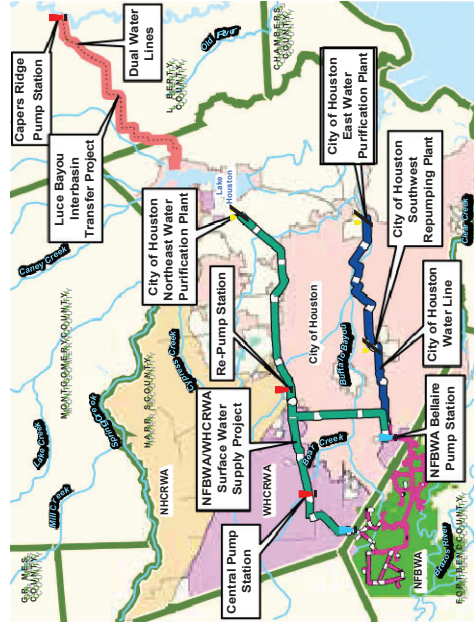
These vaults keep meters and valves clean, dry, and secure.



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.



- 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.

Larry's Toolbox: 2022 Resident Water Conservation Rebate Form

Resident Name: _____

Email Address: _____

Installation Address: _____ Zip Code: _____

Mailing Address (if different): _____ Zip Code: _____

Resident Municipal Utility District: _____

Utility Acct. #: _____

Daytime Phone: _____

Date purchased: _____

Date installed: _____

Rebate amount is 50% of the item cost up to 3 items per year (excluding tax and shipping), not to exceed \$100.00 per item. Total rebate cannot exceed \$300.00.

Only EPA approved Water Sense and ENERGY STAR products are available through the program.

The purchased item(s) must have the Water Sense or ENERGY STAR logo.



Check item(s) installed below:

- Toilet
- Showerhead
- Faucet
- Aerator
- Clothes Washer

- Dish Washer
- Water Heater
- Weather-Board Irrigation Controller
- Rain Sensor Sprinkler
- Sprinkler Body/Nozzle

To receive the rebate, you must submit the following to the North Fort Bend Water Authority within 90 days of purchase:

- Rebates are available to your Municipal Utility District's ("MUD") single-family residential water customers with an account in good standing.
- Rebates are offered on a first come/first serve basis and are subject to availability of funds. The rebate may be terminated at any time, without notice, by your MUD. Please contact your MUD for details.
- Rebates are credited to utility account listed on the rebate form.
- Prior to issuance of a rebate, a representative from your MUD may conduct a site inspection to verify installation.

1. Rebate Form;
2. A dated and itemized receipt (or copy of receipt);
3. Photograph(s) of the product;
4. Photo of new item box, showing WaterSense or ENERGY STAR Logo;
5. and Copy of the plumbing repair receipt, if applicable.

Submission to the North Fort Bend Water Authority within 90 days of purchase.

By Mail:

North Fort Bend Water Authority c/o: Whitney Milberger
Attn: Rebate Program, (your MUD)
10777 Westheimer Road, Suite 400
Houston, Texas 77042

By Email: nfbwa@bgeinc.com

By Fax: 713-488-8250

For more information: <http://www.TalkingSprinkler.com/Toolbox> I have read and understand the Water Conservation Rebate Form Guidelines and limitations.

Resident Signature: _____ Date: _____