

Welcome to Fort Bend M.U.D. 23

24-hour Emergencies (281)290-6500
 Customer Service / Billing Issues (281)290-6500

Visit your District Website: www.fortbendmud23.com

Welcome to Fort Bend M.U.D. 23 (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:	281-290-6500
Customer service or billing issues, 8:30 to 4:30 Monday through Friday:	281-290-6500

Payment for water bills:

Water Bill payments are due:	5 th of each month
Payments may be made in the following ways:	
<ul style="list-style-type: none"> • US Postal Service 	P.O. Box 3150, Houston, TX 77253-3150
<ul style="list-style-type: none"> • On-line bill pay via your bank 	Your bank's website
<ul style="list-style-type: none"> ❖ Pay at Grocery Stores 	H.E.B. and Kroger via CheckFreePay
<ul style="list-style-type: none"> ❖ Pay by Credit or Debit Card 	Visa, MasterCard, Discover Card are accepted at 1-855-270-3592, or at www.mdswater.com
<ul style="list-style-type: none"> ❖ Pay by eCheck 	Call 1-855-270-3592 or go to www.mdswater.com
<ul style="list-style-type: none"> ❖ Pay at Walmart 	Pay with cash or debit card at any Walmart location
❖ The 4 payment options above will charge a convenience fee	
<ul style="list-style-type: none"> • 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:

Assessments of the Southwest	281-482-0216 www.aswtax.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 Fort Bend M.U.D. 23, 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.

Fort Bend County MUD No. 23

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 **Fort Bend County MUD No. 23 (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#: 30423- _____

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: \$35.00 = TOTAL AMOUNT: \$135.00

Smart Meters

Fort Bend Municipal Utility District No 23 has completed a three year project to convert all water meters in the district to Smart Meters. Smart Meters are read electronically and provide residents with tools to track water usage and quickly identify leaks.

An **Eye On Water** account provides access to all of the Smart Meters features. An account can be created for online access by visiting www.eyeonwater.com or download the mobile app.



Utilize These Tools
Monitor Water Usage
Account Overview
Setup Leak Alerts
Conserve Water
Compare Usage to
Weather Conditions



Download the app on your smart phone or device.

Instructional videos are available to assist with loading and using the Eye On Water app.

www.FortBendMUD23.com



QUESTIONS

info@mdswater.com
281-290-6500

Fort Bend County Municipal Utility District 23

Needs Your Email!!!



In an effort to improve the speed and frequency with which we communicate with the residents of Fort Bend County MUD 23, we will soon begin sending out email announcements. These announcements might be urgent in nature regarding changes in garbage service, weather events or disruptions in water service due to an outage or major repair. They will also include more informative communications like conserving water in the summer and scheduled water line flushing.

If you would like to begin receiving these communications, please provide us with your email address as follows:

1. Go to **FortBendMUD23.com**,
2. On the Homepage, find the **Quick Links** header on the right,
3. Click on **Sign Up for Email Alerts**,
4. Provide your name and email address and click the "I'm not a Robot" box.

That's all it takes to be added to our database. Please help us spread the word by forwarding this information to your neighbors.

FortBendMUD23.com

