

Welcome to Fort Bend MUD #30

24-hour Emergencies (281)290-6500

Customer Service / Billing Issues (281)290-6500

Welcome to Fort Bend MUD #30 (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:	8 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 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 Trash Service issues:

Best Trash	281-313-2378
-------------------	---------------------

Contact for Tax Assessor:

Utility Tax Service	713-688-3855 www.utilitytaxservice.com
----------------------------	--

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 MUD #30, 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. 30

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. 30 (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#: 30431-_____

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

Fort Bend County MUD 30 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 30 Operator, Municipal District Services at (281) 290-6500, should you have a question or comment.

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

RETURN THIS FORM TO: Municipal District Services, LLC
P.O. Box 1827
Cypress, Texas 77410

OR SCAN AND EMAIL the signed and completed form to info@mdswater.com



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

How Surface Water Gets To Your Home



- 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's boundaries.

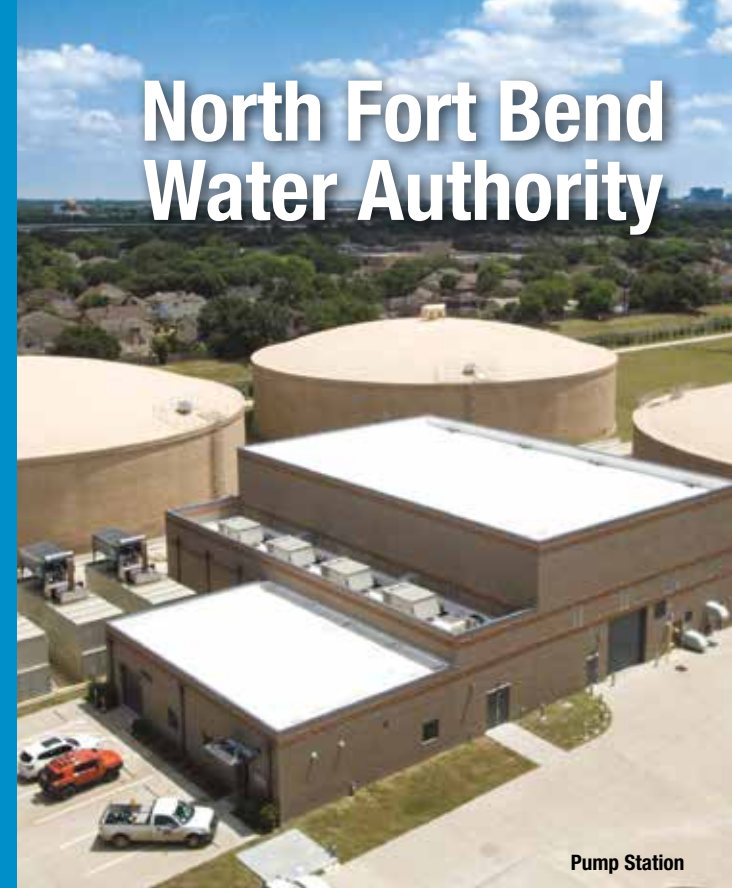
NFBWA Objectives:

- 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.

North Fort Bend Water Authority



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)**

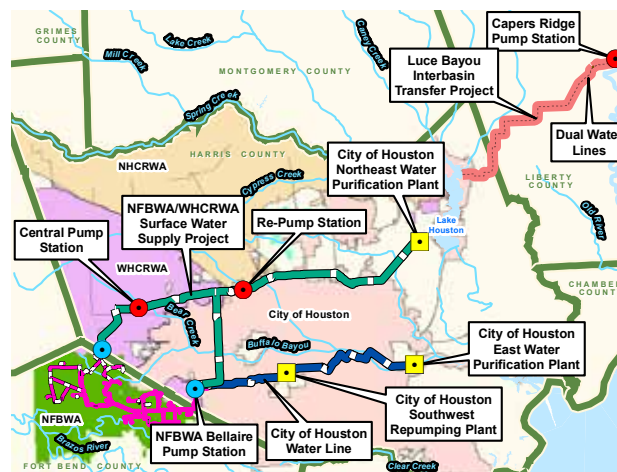
The City of Houston's NEWPP expansion will provide additional treated water to help meet water demands and conversion requirements for NFBWA and four other entities.

- **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.

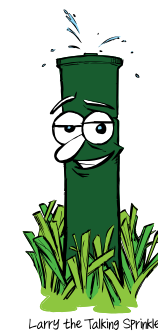


Water Conservation Programs:

- **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.



Larry the Talking Sprinkler



- **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: _____