

Welcome to Harris-Montgomery Counties MUD #386

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

Visit your District Website: www.hmcmud386.org

Welcome to Harris-Montgomery Counties MUD #386 (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:	11 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 3 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: Waste Management 800-800-5804

The Woodlands Township manages trash collection for residents and can be reached at 281-210-3800

Contact for Tax Assessor:

Ad Valorem Appraisals, Inc.	281-479-7798 www.texaspayments.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 Harris-Montgomery Counties MUD #386, 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.

Municipal District Services

24-hour Emergencies

(281)290-6500

Customer Service / Billing Issues

(281)290-6500

WATER AUTHORITY FEE

CREEKSIDE PARK & CARLTON WOODS AT CREEKSIDE PARK

The District is part of the **North Harris County Regional Water Authority (NHCRWA)**. The NHCRWA was created to develop and implement a strategy for complying with the Harris-Galveston Coastal Subsidence District's Regulatory Plan that requires the reduction of groundwater usage to no more than 20% of the total water demand by 2030. The District passes these fees onto customers and adds \$0.12 per 1,000 gallons of water used to cover costs of "unbilled" water that is used to flush the water distribution system or water that is unbilled due to leaks or illegal use. It appears on your water bill as "**NHCRWA Fee.**" For more information, visit www.nhcrwa.org

MAY VALLEY

The District is part of the **San Jacinto River Authority (SJRA)**. The SJRA was created to develop and implement a strategy for complying with the Lone Star Groundwater Conservation District's Regulatory Plan that requires the reduction of groundwater usage to no more than 20% of the total water demand by 2030. The District passes these fees onto customers. It appears on your water bill as "**SJRA Fee.**" For more information, visit www.sjra.net

Harris-Montgomery Counties MUD No. 386

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 Harris-Montgomery Counties MUD No. 386 (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#: 30490-_____

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

Defined Irrigation Schedule and Water Use Policy effective June 1, 2017

Harris-Montgomery Counties Municipal Utility District No. 386 (the "District") has adopted a **Defined Irrigation Schedule and Water Use Policy** effective June 1, 2017 for the Harris County portion of the District. This policy is intended to reduce irrigation during certain times of the day to reduce "peak" usage while providing customers with adequate water for landscaping. Residential irrigation is recommended only three days per week while Non-Residential (Commercial/HOA) irrigation is limited to two days per week.

Water UP TO 3 Days Per Week Between 7pm and Midnight	Su	M	T	W	Th	F	Sa
Street Addresses Ending in EVEN Numbers							
Street Addresses Ending in ODD Numbers							

Residential Irrigation Schedule

Recommended Schedule

Even Addresses (Ending in 0, 2, 4, 6, 8): Monday, Wednesday, or Friday

Odd Addresses (Ending in 1, 3, 5, 7, 9): Tuesday, Thursday, or Saturday

Watering Times: 7:00pm – midnight

Non-Residential (Commercial / HOA)

Irrigation Schedule

Mandatory Schedule (Subject to Fines for Violation)

All Commercial: Sunday

50% Commercial (Section A): Wednesday

50% Commercial (Section B): Thursday

Watering Times: 7:00pm – midnight

Defined Irrigation Schedule and Water Use Policy effective June 1, 2017

The District is a water customer of Harris County Municipal Utility District No. 387 ("HC387"), which provides water supply services to the District. Even though HC387's three water plants and six wells have sufficient capacities to serve the District's customers, the storage tank levels are greatly reduced during the "peak" usage hours mainly due to irrigation. Irrigating during the recommended days and hours can help us manage peak demand periods, avoid undue stress on our public water system, and ensure adequate water storage, water pressure, water for fire-fighting, and water for regular domestic use.

Harris-Montgomery Counties Municipal Utility District No. 386 Board of Directors meetings are open to the public. Regular meetings are scheduled on the fourth Thursday of each month within the District at 2:00p.m. at the Lone Star College located at 8747 New Harmony Trail, Tomball, Texas.

FREE Water Irrigation System Evaluation

The District offers to its residential customers a **Water Irrigation System Evaluation** at no cost to the residents. This free irrigation system evaluation will assist residents in correcting irrigation inefficiencies. Sign up at: <http://www.vepollc.com>

IMPORTANT ANNOUNCEMENT

Do Not Disregard

Harris-Montgomery Counties Municipal Utility District No. 386 is requesting your information to send you phone messages, SMS text messages and emails regarding situations that may affect your health and safety.

The new Customer Notification System is offered to you at no additional fee. **You are encouraged to sign up today. Please go to www.municipaldistrictservices.com to sign up for this program.**

Alerts may include notifications for situations such as system outages, watering bans, freeze warnings, hurricane preparedness and contamination.

Any information received through the program is secure and will not be sold or used for solicitation purposes.

Harris-Montgomery Counties Municipal Utility District No.386

Dear Customer, Harris-Montgomery Counties Municipal Utility District No. 386 is now offering each of its customers a Customer Notification System for the various situations that may occur during the course of any day. Catastrophic issues will be given top priority. The goal will be to alert you of pending situations as quickly as possible. The phone numbers and e-mail addresses you provide will be used in the notification process. This means you will be notified anywhere you are at that particular time, even if you are on vacation. We think this system will benefit all of our customers. **To join, please visit www.municipaldistrictservices.com to fill out the form**, or you may fill out the stub below, tear it off and send it in with your payment coupon and check. Do not re-send the stub if you have already submitted one previously.

Questions? Call us at (281) 290-6500.

Thank you.

Harris-Montgomery Counties Municipal Utility District No. 386

Harris-Montgomery Counties Municipal Utility District No. 386 (the District) does not guarantee that each intended Recipient will actually receive notification. Software may be used in high risk situations and in events of actual or potential threat to person or property that could lead to property damage, personal injury, death, or other damages, Your primary source of assistance in response to these high risk situations or events is to contact local law enforcement and other first responders; the Software is intended to supplement, and not replace, local law enforcement and other first responders; the Software is not intended to be Your primary method of communication with, replace notification to, or coordinate with local law enforcement and other first responders who should have already been notified by You prior to using the Software; there are a number of third-party participants and systems over which the District and its suppliers have no control such as power grids, internet functioning, telephone, cellular networks, and other utility or necessary infrastructure (collectively "Utility Infrastructure") involved in the delivery of Software notifications, which may not be available without interruption, and as a result there is an inherent risk of delay or non-delivery that is beyond the control of the District and its suppliers. It is therefore not reasonable to, and You should not rely on the Software and messaging services in the event of failure of the Utility Infrastructure, and to the extent You do, You do so at Your own risk. In the event of any of these high risk situations or events or the potential failure of the Utility Infrastructure, to the extent not prohibited by applicable law, neither the District nor its suppliers shall be liable for any property damage, personal injury, death, or other damages resulting from failure of the Software.

To receive alerts from Harris-Montgomery Counties Municipal Utility District No. 386 , Go to www.mdswater.com and complete the information below.

(You may also submit the form below with your payment, if needed.)



Harris-Montgomery Counties MUD 386 Customer Notification System

First Name: _____ Last Name: _____

Phone Number 1: _____ Text Msg: ☐ English ☐

Phone Number 2: _____ Text Msg: ☐ Spanish ☐

Phone Number 3: _____ Text Msg: ☐

Email 1: _____ Email 2: _____

Address 1: _____ Address 2: _____

City: _____ County: _____ State: _____ Zip: _____

☐ Please keep my information confidential

*Phones are contacted based on priority order you select.

Questions? Call us at 281.290.6500

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

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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