

# Welcome to NW Harris County MUD #5

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

**Visit your District Website: [www.nwmud5.com](http://www.nwmud5.com)**

Welcome to NW Harris County MUD #5 (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:

<b>24-hour emergencies,</b> to report leaks or other service related issues:	<b>281-290-6500</b>
<b>Customer service or billing issues,</b> 8:30 to 4:30 Monday through Friday:	<b>281-290-6500</b>

## Payment for water bills:

Water Bill payments are due:	23 <sup>rd</sup> 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 <a href="http://www.mdswater.com">www.mdswater.com</a>
❖ Pay by eCheck	Call 1-855-270-3592 or go to <a href="http://www.mdswater.com">www.mdswater.com</a>
❖ 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:

<b>Best Trash - most of District</b> Town & Country Garbage – Willowcreek Ranch only	<b>Best Trash: 281-313-2378</b> <b>Willowcreek Ranch: 936-445-1111</b>
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## Contact for Tax Assessor:

<b>Harris County Tax Assessor</b>	<b>713-368-2000</b> <b><a href="http://www.hctax.net">www.hctax.net</a></b>
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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 NW Harris County MUD #5, 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.

# NW Harris County MUD No. 5

## 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 NW Harris County MUD No. 5 (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#: 30405-\_\_\_\_\_

DAYTIME PHONE(S): \_\_\_\_\_

YOUR AUTHORIZED EMAIL ADDRESS: \_\_\_\_\_

### EMAIL IMMEDIATELY TO YOUR CUSTOMER CARE AGENT:

1. A COPY OF PICTURE I.D.
2. A COPY OF TOP PORTION OF CLOSING DISCLOSURE STATEMENT OR HUD-1 SETTLEMENT STATEMENT

### FEES PAYABLE UPON RECEIPT OF FIRST WATER BILL:

**SECURITY DEPOSIT: \$100.00 + NON-REFUNDABLE TRANSFER FEE: \$25.00 = TOTAL AMOUNT: \$125.00**

## **VERY IMPORTANT INFORMATION ABOUT YOUR WATER SYSTEM DISINFECTION METHOD**

**Northwest Harris County MUD 5** uses chloramines as a disinfectant for your water in a portion\* of the water system. 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 Northwest Harris County MUD 5 Operator, Municipal District Services at (281) 290-6500, should you have a question or comment.

### **\*Subdivisions that receive chloraminated water in Northwest Harris County MUD 5:**

**Fairwood Springs  
Rock Creek  
Valencia Pines  
The Reserve  
Grant Meadows  
Forest Creek Farms  
Lakewood Oak Estates  
Telge Ranch  
The Settlement**



Welcome to EyeOnWater!

Now you can view your water usage in few easy steps:

1. Visit <https://eyeonwater.com> or [mdswater.com/smartmeter](https://mdswater.com/smartmeter) on your computer using a supported web browser.
2. Click on the **Create Account** link.
3. Enter your service area zip code: 77XXX  
Enter your billing account number: 30405-045XXXXXXX

**Click Next**

**Verify that your information is correct, then click Next**

4. Enter your name and email address.
5. Create and confirm a password.
6. You will get a confirmation email from BEACON. You must verify your email address by clicking on this link. Once you do, you can sign in using your email and password.

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**Phone App Instructions:**



1. Go to the App Store on your Android or iPhone and search for “eye on water.” (Note if using an iPad make sure to select iPhone only from the drop down menu)


2. Download the free App to your iPhone or Android Phone.
3. Open the App.
4. Tap on the Register button.
5. Tap on "Enter your account information manually."
6. Enter your Zip Code.
7. Select your water provider.
8. Enter your Account ID.
9. Tap on the Next button.
10. Enter a valid e-mail address.
11. Create and confirm a password.
12. Verify that you have read the Terms of Service.
13. Tap on the Next button.
14. An email will be sent to the address you provided.
15. Click or tap on the link in the email to verify it is valid.
16. You can now sign in to your account.

Please note you cannot create a leak alert from the app please use [www.eyeonwater.com](http://www.eyeonwater.com)

# Welcome to Eye on Water At a Glance Home Page!

Set up Leak Notifications to notify you (via email and/or Text) when you might have a leak.

**Leaks**



No leak detected. Great job!

Edit Leak Alert

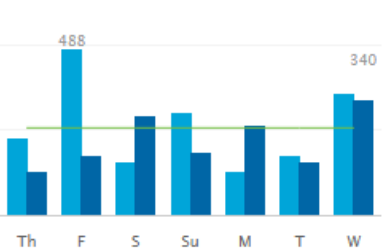
**At a Glance**

1,546 Last 7 Days gallons

1,840 Previous 7 Days gallons

255 30 Day Average gallons per day

16% decrease




Day	Last 7 Days (gallons)	Previous 7 Days (gallons)
Th	~150	~120
F	488	~150
S	~120	~150
Su	~150	~120
M	~120	~150
T	~120	~150
W	340	~150

Compare your last week's usage to this week.

View information regarding your meter, including when the last reading was and when the next update will be.

**Your Meter**

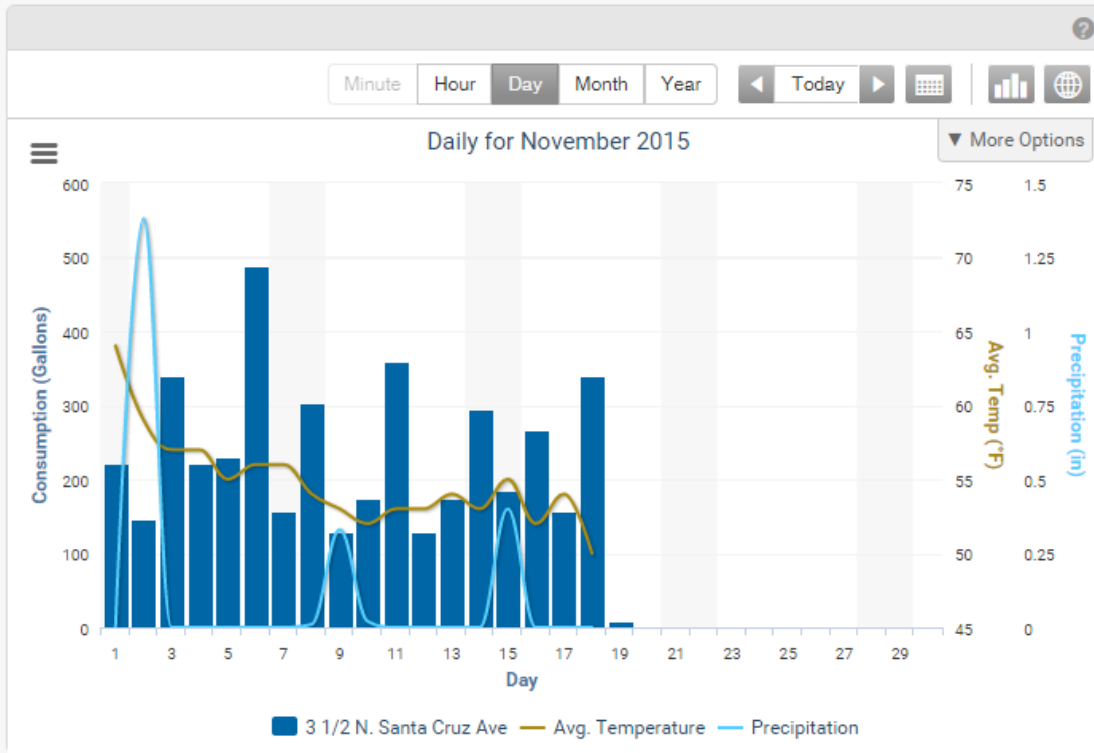


Your meter measures the quantity of water used in your household. Flow is measured electronically at hourly intervals, and updated every 24 hours for billing and leak detection.

Read Frequency: Hourly

Meter Read: 2:59 AM on Nov 19, 200.5300 CCF

Next Update: 2:59 AM on Nov 20



*Remember*  
The Water we save today can help save tomorrow!

**Did you know?**  
Anytime you see a question mark, click on it to take you to the help section, so you can learn to use Eye on Water more efficiently.

Export Data

Export your Hourly, Daily or Monthly Meter Reads into an Excel spreadsheet!

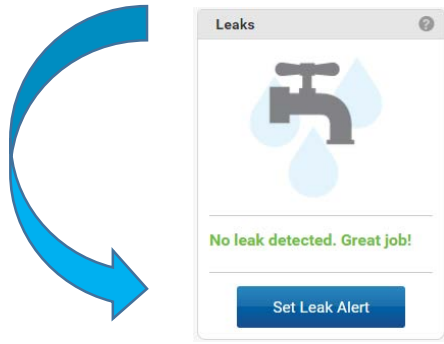
Easily view your daily usage graphs, as well as different overlays that you can select, such as the daily Average Temperature.

# Leak Notifications

are a useful way to monitor your system for potential leaks.

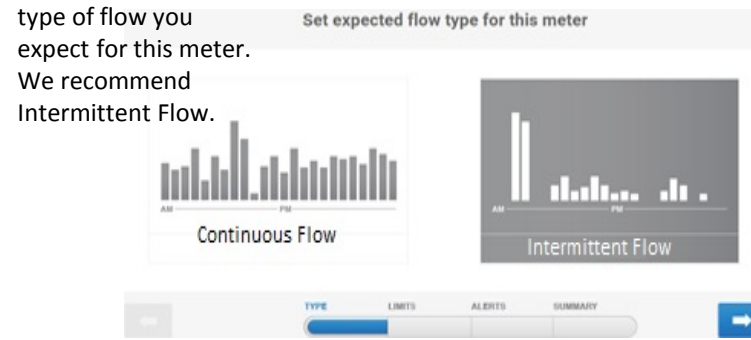
## Step 1

Click on “Set Leak Alert.”

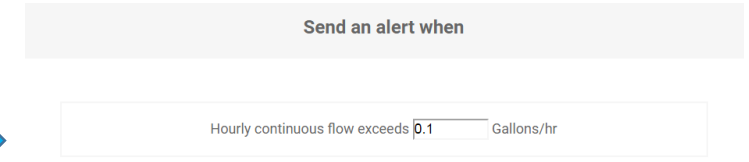


## Step 2

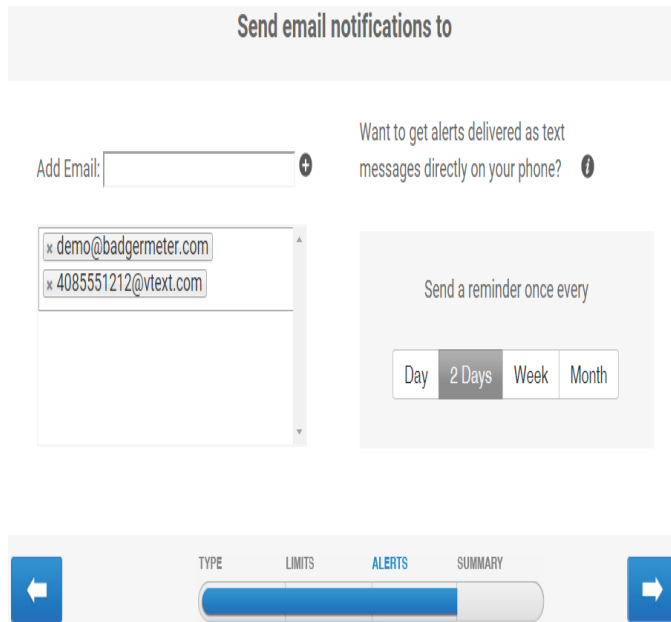
Define the type of flow you expect for this meter. We recommend Intermittent Flow.



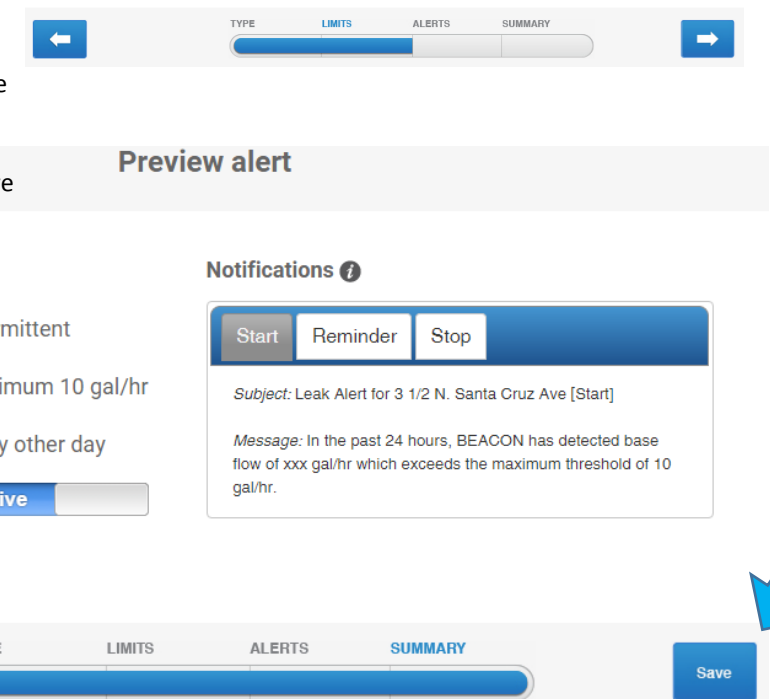
**Step 3** Determine the amount of gallons per hour to be exceeded for a notification to be sent. We recommend not to exceed 10 gallons per hour. Enter this amount in the “Hourly continuous flow exceeds,” field. While your meter collects data every hour, it is updated once a day (you can see what time this takes place in the “Your Meter” section on the Home Page). Notifications will cover a 24 hour period, letting you know that in the past 24 hours the base flow per hour exceeded the amount that you set. Please refer to the “Water Usage” section below for an idea of average usage, keeping in mind that usage will vary depending on the needs of that household/business.



**Step 4** Set up where you want the notification to be sent. You can set up multiple email addresses to receive alerts. Enter the email address in the “Add Email” field, then click on the plus button next to it. Repeat this as many times as you need to add all of the emails you wish to receive notifications. You can also set up a text alert to be sent. In the same “Add Email” field enter your phone number as an email address (for example, ATT customers would enter 1234567891@txt.att.net). Click on the i next to “Want to get alerts delivered as text messages directly on your phone?” for more information based on provider. In this step, you will also set up how often you want a reminder sent to you. You can set it up to remind you daily, once every two days, once a week, or even once a month.



**Step 5** Review the notification that you have set up. If everything looks right, click on Save. To turn off the notification simply click the “Active” button to make it “Inactive,” then Save your changes.





# Usage Graphs

Usage graphs are a great way to keep an eye on your water usage.

View usage by the minute, hour, day, month, or year.

Easily pull up the date you wish to see the usage data. Scroll through days by using the left and right arrows, or click on the calendar to select the date you want.

When you click on the globe, it will show you a map of the approximate location of your meter.

This gives you the option to:

- Print the Chart
- Download PNG Image
- Download PDF Document



The column chart icon will bring you back to the chart view.

Details on "More Options" below.

▼ More Options

When you click on "More Options" you are given more viewing options.

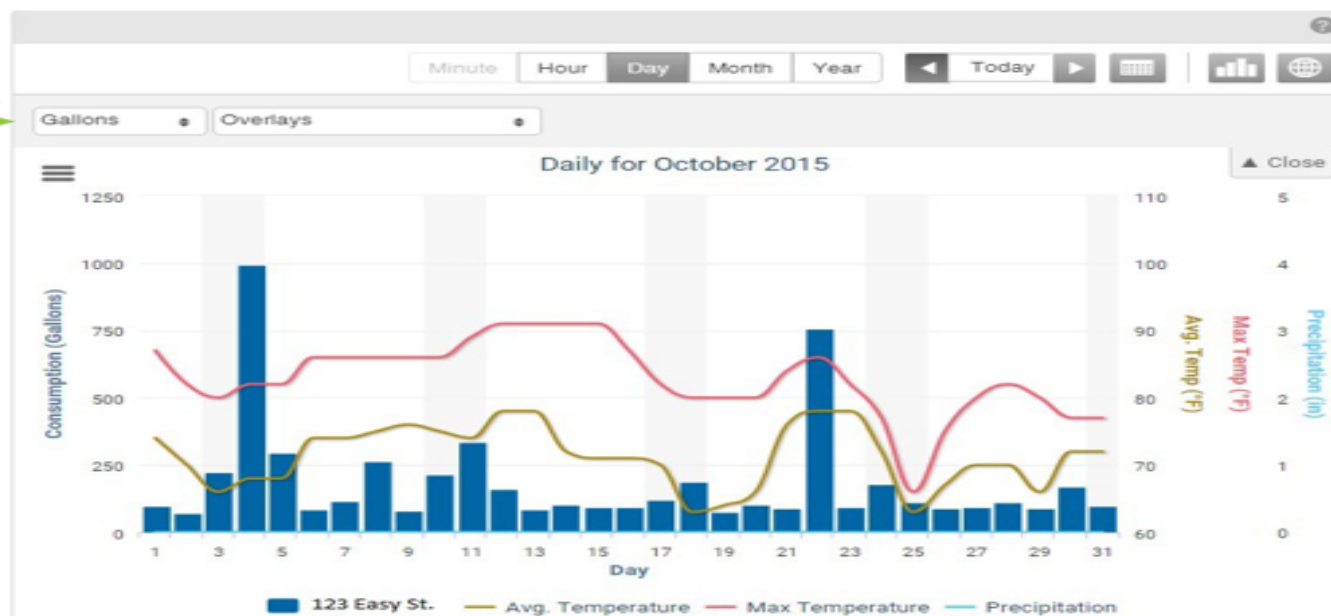
You can view your usage data by:

- Gallons - this is how your water bill is calculated.
- Cubic Feet
- CCF or Centum Cubic Feet. One CCF is equal to 100 Cubic Feet or 748 Gallons.

You can also view your usage data in relation to temperature and precipitation Overlays. Available Overlays are:

- Average Temperature
- Max Temperature
- Precipitation

\*Shown here with all Overlayson.





# Exporting

Choose what dates you'd like to view then it will generate an Excel spreadsheet that provides the usage in gallons based on the aggregation you select.

Select Dates →

Select how you would like to receive the data either by Hour, Daily, or Monthly.

Previous Export results	
Date	Nov 17, 2015 2:05 PM
Meters	
Resolution	Daily
Unit	Gallons
Date Range	11/16/2015 to 11/16/2015
Results File	<a href="#">Click to Download (size 253)</a>

## Exporting by Daily Meter Reads

Previous Export results	
Date	Nov 17, 2015 4:03 PM
Meters	
Resolution	Daily
Unit	Gallons
Date Range	10/01/2015 to 10/31/2015
Results File	<a href="#">Click to Download (size 3.9K)</a>

When you export by Daily Meter Reads, it will generate a spreadsheet showing the actual meter reads for the specified time period you designate.

Select Daily Meter Reads. Then enter the Start Date and End Date.

Select "Start Data Export" to run the report.



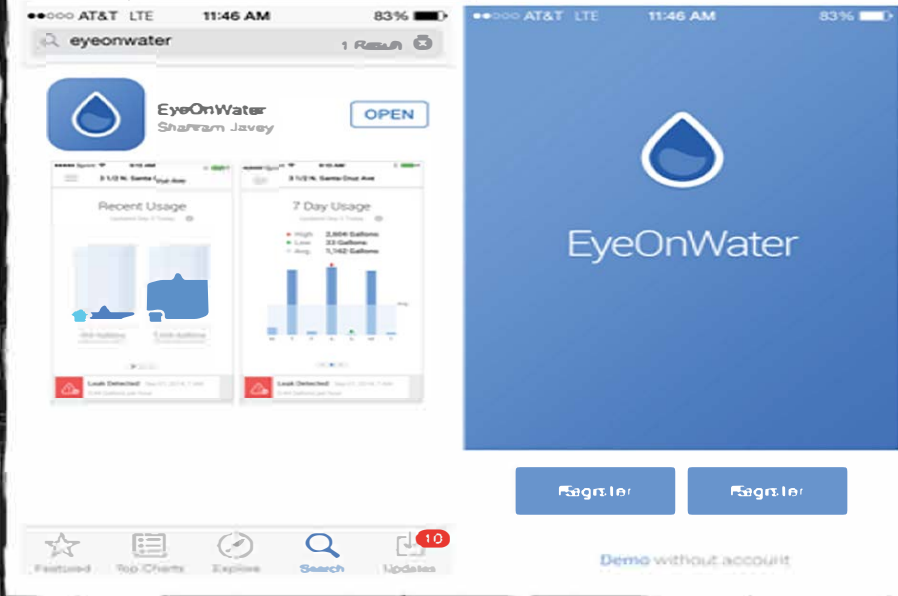
## Did You Know?

EyeOnWater has an app that is available for Android and Apple users.

Download it from your App Store and sign in to your EyeOnWater account to easily access your usage on the go. You can even register for the first time on the app if you haven't already.

What are You waiting for?

Please note you cannot create a leak alert from the app please use [www.eyeonwater.com](http://www.eyeonwater.com)



**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](mailto:info@mdswater.com)