

# Welcome to Fort Bend MUD #47

24-hour Emergencies (281)290-6500

Customer Service / Billing Issues (281)290-6500

Visit your District Website: [www.fbmud47.org](http://www.fbmud47.org)

Welcome to Fort Bend MUD #47 (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:	18 <sup>th</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 CheckFreePay
❖ 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>Trash service provided by the City of Missouri City by their garbage collector WCA See Attached Information</b>	<b>281-403-5800</b>
----------------------------------------------------------------------------------------------------------------------------	---------------------

## Contact for Tax Assessor:

<b>Bob Leared Interests</b>	<b>713-932-9011</b> <b><a href="http://www.bli-tax.com">www.bli-tax.com</a></b>
-----------------------------	------------------------------------------------------------------------------------

### 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 #47, 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 47

## 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 47 (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, either 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#: 30447-\_\_\_\_\_

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

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

### EMAIL TO YOUR CUSTOMER CARE AGENT:

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

### FEES LISTED BELOW ARE DUE UPON RECEIPT OF FIRST WATER BILL:

SECURITY DEPOSIT: \$150.00 + NON-REFUNDABLE TRANSFER FEE: \$40.00 = TOTAL AMOUNT: \$190.00

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

Fort Bend County MUD 47 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 47 Operator, Municipal District Services at (281) 290-6500, should you have a question or comment.

Residential Garbage Service  
Provided by the City of Missouri City and WCA Waste Corporation  
[www.missouricitytx.gov/732/Residential-Collection](http://www.missouricitytx.gov/732/Residential-Collection)

The City of Missouri City provides garbage collection and recycling services to the residents of Fort Bend County MUD 47 through WCA Waste Corporation on the following days:

Garbage Collection Days:	Mondays and Thursdays
Recycling Day:	Every other Monday
Yard Waste:	Mondays

Click on the City's link below and enter your address to get details on collection days.

[Solid Waste Collection Interactive Map](#)

**Assisted Service Authorization** If you are temporarily or permanently disabled and need assistance taking out your trash carts, let WCA Waste Corporation help you. WCA now offers a free [valet/assisted service](#) for qualified disabled customers where a professional driver will go to your residence, take out your carts to curbside, empty your carts and return them to your designated location.

WCA Waste Corporation

Missouri City Customer Service

Residential: 281.403.5800  
Commercial: 281.953.1460

Hours

Monday - Friday  
8:00 am - 5:00 pm

EMAIL

Quick Links

1. [Residential Solid Waste Collection Interactive Map](#)
2. [Assisted Service Authorization Form](#)
3. [WCA Customer Service Form](#)

# HIGH SPEED NOTIFICATION SYSTEM

Do Not Disregard

Fort Bend County Municipal Utility District No. 47 is requesting your information to send you phone messages, SMS text messages and emails regarding situations that may affect your health and safety. The Immediate Response Notification System (IRIS) is offered to you at no additional fee. **You are encouraged to sign up today. Please go to [www.mdswater.com](http://www.mdswater.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.

## Fort Bend County Municipal Utility District No. 47

Dear Customer,

Fort Bend County Municipal Utility District No. 47 is offering each of its customers a mass 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.mdswater.com](http://www.mdswater.com) to sign up,** 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) 290-6507. Thank you.

Fort Bend County Municipal Utility District No. 47

Fort Bend County Municipal Utility District No. 47 (the District) does not guarantee that each intended Recipient will actually receive notifications. That, while the 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 Fort Bend County Municipal Utility District No. 47 , Please go to [www.mdswater.com](http://www.mdswater.com) and complete the information below.

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



## Fort Bend County MUD No. 47 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 281.290.6507

## 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)