

Welcome to Harris County M.U.D. 102

24-hour Emergencies (281)290-6500

Customer Service / Billing Issues (281)290-6500

Visit your District Website: www.hcmud102.org

Welcome to Harris County M.U.D. 102 (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:	19 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 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:

Texas Pride Disposal	www.texaspridedisposal.com
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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 Harris County M.U.D. 102, 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.

Harris County MUD No. 102

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 County MUD No. 102 (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#: 30406-_____

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 AND DOCUMENTS LISTED ABOVE ARE DUE UPON RECEIPT OF THIS DOCUMENT:

SECURITY DEPOSIT: \$100.00 + NON-REFUNDABLE TRANSFER FEE: \$35.00 = TOTAL AMOUNT: \$135.00 **PREPAID**

PLEASE CALL 1-855-270-3592 TO PAY BY CREDIT CARD OR E-CHECK

VERY IMPORTANT INFORMATION ABOUT YOUR WATER SYSTEM DISINFECTION METHOD

Harris County MUD 102 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 Harris County MUD 102 Operator, Municipal District Services at (281) 290-6500, should you have a question or comment.



**Sign up for email alerts and important
news from the district by visiting**

HCMUD102.org

To the residents of the

Harris County MUD 102



Beginning Thursday, May 2nd, Texas Pride Disposal
will be your new solid waste collection provider!

Service & Collection Guidelines

★ *Service Days and Hours*

Trash: Monday & Thursday **Recycle:** Monday

Please have waste curbside by 7:00 am. Service hours may change with new provider.

★ *Holiday Schedule*

Texas Pride Disposal observes four holidays: New Year's Day, Independence Day, Thanksgiving Day, and Christmas Day. In the event that your service day falls on a holiday, collection will roll to the next regularly scheduled collection day.

★ *Household Trash*

Waste should be placed in personal trash cans between 20 and 96 gallons and under 50 pounds, or sturdy bags not exceeding 50 pounds. Waste should be placed curbside.

★ *Yard Waste*

Yard waste should be bagged or placed in cans not exceeding 50 pounds. Bagged yard waste should be placed curbside next to cart. Branches should be placed curbside in bundles measuring no more than 4' x 4' x 4' and under 50 pounds. Limit 8 bundles per service day.

★ *Heavy Trash & Bulk Waste*

Texas Pride Disposal will collect two heavy trash/bulk items per service day. Items include furniture, appliances, carpeting (tied and bundled), fencing (nails removed, tied and bundled under 4' in length), and other items not disposed of regularly. Items should be curbside.

★ *Items Excluded from Regular Collection*

The following items cannot be collected: dirt, rocks, brick, concrete, liquid paints, fuels, oils, tires, pesticides, fertilizer, and batteries. Please contact us to discuss solutions for proper disposal of these items.

Contact Texas Pride Disposal

(281) 342-8178

M-Th, 8:00-5:00; F 8:00-4:00

www.texaspridedisposal.com

service@texaspridedisposal.com



Recycle Right with Texas Pride Disposal



Follow the collection guidelines below to properly recycle.


★ Service Days and Hours


Collection every Monday. Service hours may change with new provider.


★ Collection Guidelines


- Each home will receive a new 48-gallon recycle cart at the end of April.
- Place all recyclables in the container provided by Texas Pride Disposal, old recycle bins, or containers clearly labeled RECYCLE.
- **DO NOT BAG RECYCLABLES.** Place recyclables loose in your recycle container.
- Please rinse cans, jars, jugs, and bottles before placing in your recycle container.
- Additional containers can be purchased by contacting Texas Pride Disposal.

★ Accepted Recyclable Material

	Paper Products (dry)			
	Newspaper	Catalogs	Grocery Bags	Soda/Beer Boxes
	Junk Mail	Wrapping Paper	Egg Cartons	Cardboard Boxes
	Magazines	File Folders	Shoe Boxes	Paper Towel Rolls
	Envelopes	Computer Paper	Phone Books	Waxboard Boxes

Plastic Products (rinsed)		
Plastics #1-#7	Bleach/Detergent Containers	
Milk/Juice Bottles	Household Cleaner Containers	
Soda/Water Bottles	Plastic Flower Pots	
Shampoo/Soap Bottles	Microwave Dinner Trays	

	Metal Products (rinsed)	
	Soda/Juice/Beer Cans	Pie Trays
	Canned Food Cans	Metal Jar Lids
	Pet Food Cans	Pots & Pans
	Aluminum Foil	Aerosol Cans

Glass Products (rinsed)				
Soda Bottles	Wine Bottles	Beer Bottles	Jars	

★ Commonly Mistaken Unacceptable Items - Place these in TRASH

Styrofoam	Plastic Bags	Ceramics	Mirrors	Soiled Pizza Boxes
Coat Hangers	Light Bulbs	Paper Towels	Soiled Paper	Soiled Facial Tissue

Can the Crud

When in doubt, throw it out



**Grease and wipes belong in the
garbage can**

Despite some marketing claims, flushing things like baby or personal hygiene wipes isn't a good idea. They can clog your pipes or jam sewer pumps, leading to backups into homes, sewer overflows, and costly repairs.

Utilities nationwide are spending millions of dollars to clean products like "disposable" wipes that customers flush into sewer systems out of pumps and other equipment, according to the National Association of Clean Water Agencies (NACWA).

Harris County MUD #102 is seeing problems particularly from rags and paper towels, and we need your help. Here's how you can help avoid plumbing problems and protect our environment:

- Never flush:
 - Rags
 - Baby/personal hygiene wipes
 - Paper towels
 - Shop towels
 - Feminine products
 - Dental floss
 - Disposable toilet wand heads.
- Never pour cooking grease down toilets or drains. Pour it in a can for disposal in the trash.
- Never put prescription or over-the-counter drugs down drains or toilets to help keep them out of waterways.

It's easy to make your own grease can:

- Use any empty metal can. (Don't use plastic, which may melt)
- Insert a disposable heat-resistant oven bag.
- Place the can on a stable surface, and carefully pour grease into it.
- **Caution:** Hot grease can cause burns. Allow grease to cool slightly before pouring, and do not use the liner without the can.
- Toss the used oven bag in the trash, insert a new bag, and keep using the can to protect your plumbing and our environment.

Grasas, aceites, trapos y toallitas húmedas(wipes)

DIRECTO AL BASURERO



El drenaje se tapa si lo tira a salidas de agua y canerías. Causa muchos daños a y es muy caro destapar, limpiar y reparar todos los daños.

No importa lo que diga la tele, la radio o cualquier publicidad. Todo lo siguiente debe de tirarse a la basura:

Toallas de algodón or trapos

Wipes de bebe o de adulto

Toallas de papel

Productos femeninos

Hilo dental

Aceite de cocina (pongalo en una lata y tirela a la basura).

Medicina, recetada por el Doctor o no. Contaminan fuentes de agua.

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