

HARRIS COUNTY MUNICIPAL UTILITY DISTRICT NO. 71

12841 Jones Rd, Suite 120, Houston, Texas 77070

Phone Number (281) 897-9100

District Website: www.hcmud71.com

Welcome to your Water District, Harris County Municipal Utility District No. 71, “The District.” The District is a governmental entity established by Texas law to provide water and sewer service to local areas. It is governed by a Board of Directors that are elected by qualified voters within The District. The District is responsible for providing water and sewer services to the area within the boundaries of The District but has no authority over streets, roads, police or fire protection services.

Should you have questions regarding The District functions or operations, you are invited to attend the Board of Directors meetings, which are normally held at 6:00 P.M. on the second Monday and last Tuesday of each month at 21437 Clay Road. Please contact the District’s Operator, Regional Water Corporation, at (281) 897-9100 to confirm the meeting time since meetings are rescheduled from time to time.

You may request water and sewer services for your residence or establishment by contacting The District’s Operator, Regional Water Corporation, 12841 Jones Rd, Suite 120, Houston, Texas 77070 at (281) 897-9100. Please allow one business day to set up water service.

A summary of The District’s Residential Water and Sewer Rates is shown below for your information

RATE SCHEDULE SUMMARY

Residential Water Use – 1 st 5,000 gallons	\$ 24.00 for each equivalent single family residential connection
Over 5,000 and up to 15,000 gallons	\$ 1.00 per 1,000 gallons
Over 15,000 and up to 30,000 gallons	\$ 1.50 per 1,000 gallons
Over 30,000 gallons	\$ 2.00 per 1,000 gallons
Residential Sewer Use – Flat Rate	\$ 31.10 for each equivalent single family residential connection
WHCRWA – Surface Water Conversion	\$2.46 per 1,000 gallons
Minimum Bill (based on 5,000 gallons)	\$ 67.40
Transfer Fee	\$ 10.00
Returned Check Fee	\$ 25.00
Reconnect Fee (if service terminated)	\$ 35.00 + 25.00 (additional deposit)
Late Charge	10% of delinquent bill
Delinquent Account Notice	\$ 8.00
Security Deposit	\$ 100.00 or \$ 300.00 maximum
Security Deposit - Military	\$ 0.00 for active members of the military

In addition to water and sewer services, The District provides garbage service to all single family residential users through Best Trash. If you experience problems with your garbage service, please contact Best Trash at (281) 313-2378.

As a provider of public drinking water and municipal wastewater treatment services, The District must comply with strict Federal, State, and Local rules and regulations designed to protect public health and our environment.

The District requires completion and submission of the attached **Service Agreement** to our office within twenty (20) days of connecting your service.

Additionally, The District is required by State law to have a properly completed and signed **Service Inspection Certification** and/or **Backflow Prevention Assembly Test and Maintenance Report** on file for any new plumbing construction or where an unacceptable plumbing condition exists. The District's Operator, Regional Water Corporation, must complete these certifications in accordance with the guidelines adopted by The District

The following brief explanation is provided for your use.

SERVICE AGREEMENT

The purpose of the Service Agreement is to notify each customer of the plumbing restrictions, which are enforced to protect the health and welfare of the customer.

The Service Agreement must be completed and returned to our office within twenty (20) days of connecting water service to avoid termination of service.

SERVICE INSPECTION CERTIFICATION

Customer may be require to complete a service inspection certification if there is a reason to believe that a cross-connection or other unacceptable plumbing practice exists on the Customer's plumbing.

The service inspection certification must be completed by The District's Operator, Regional Water Corporation. Please contact Regional Water Corporation at (281) 897-9100 to schedule an inspection.

BACKFLOW PREVENTION ASSEMBLY TEST AND MAINTENANCE REPORT

Backflow prevention devices must be installed at any locations where there is a potential for contamination of the Customer's drinking water plumbing or The District's water system, in accordance with the guidelines adopted by The District or applicable laws and regulations.

If a cross-connection between The District's water system and a potential source of contamination is discovered, such cross-connection must be isolated from The District's water system by a containment air gap or a mechanical backflow prevention device which must be tested upon installation

Additionally, if a "high health hazard" potential exists in your plumbing system, it must be protected by an appropriate backflow prevention device and must be inspected annually. The TCEQ defines "high health hazard" as cross-connection, potential cross-connection or other situation involving any substance that could cause death, illness, spread of disease, or has a high probability of causing such effects if introduced into the potable drinking water supply.

The backflow prevention assembly test must be completed by The District's Operator, Regional Water Corporation. Please contact Regional Water Corporation at (281) 897-9100 to schedule an inspection.

SWIMMING POOL INSPECTION AND FEE

Customers who plan to construct or install a swimming pool within The District must contact The District's operator, Regional Water Corporation, to schedule an inspection of swimming pool plumbing lines in accordance with The District's Rules and Regulations. The User shall also pay an inspection fee of \$50.00.

HARRIS COUNTY MUD NO. 71

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. If 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 RESTRICTION.** The following unacceptable plumbing practices are prohibited by state regulations.
- A. No direct connection between the public drinking water supply and a potential source of contamination is permitted. Potential sources of contamination shall be isolated from the public water system by an air-gap or an appropriate backflow prevention device
 - B. No cross-connection between the public drinking water supply and a private water system is permitted. These potential threats to the public drinking water supply shall be eliminated at the service connection by the installation of an air-gap or a reduced pressure-zone backflow prevention device.
 - C. No connection that allows water to be returned to the public drinking water supply is permitted.
 - D. No pipe or pipe fitting which contains more than 8.0 percent lead may be used for the installation or repair of plumbing at any connection, which provides water for human use.
 - E. No solder or flux which contains more than 0.2 percent lead can be used for the installation or repair of plumbing at any connection which provides water for human use.
- III. **SERVICE AGREEMENT.** The following are the terms of the service agreement between The District (the “Water System”) and _____ (The “Customer”).
- A. The Water System will maintain a copy of this agreement as long as the Customer and/or the premises are 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, shall conduct these inspections, prior 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 backflow 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 backflow prevention device at the service connection. Any expenses associated with the enforcement of this agreement shall be billed to the Customer.

State of Texas law provides Water System Customers the right to request that the Water System or its agents do not disclose certain confidential information in accordance with the Vernon's Annotated Civil Statutes, Article 1446h, Section 1-6. If you wish to request this confidentiality, you must check the box below.

I request that the Water System or its agents do not disclose confidential information.

CUSTOMER SIGNATURE: _____

CUSTOMER SERVICE ADDRESS: _____

DRIVER LICENSE NUMBER: _____

HOME PHONE NUMBER: _____

WORK PHONE NUMBER: _____

DATE: _____

CERTIFICATE OF ACKNOWLEDGMENT OF NOTARY PUBLIC

STATE OF TEXAS

COUNTY OF _____

This document was acknowledged before me on this _____ [DATE] by

_____ [NAME OF PRINCIPAL]

SIGNATURE OF NOTARIAL OFFICER

[NOTARY SEAL]

My Commission Expires _____

HARRIS COUNTY MUD NO. 71 ELECTRONIC PAYMENT OPTIONS ARE AVAILABLE

Your water bill can now be paid using one of the following automated payment options:

» **VIA CREDIT CARD**

- Log on to secure website to pay water bill via credit card by logging onto: <http://www.paymyutilitybill.com>
- Enter 15 digit account number exactly as it is printed on your water bill and enter amount to be paid
- Website will validate the District Name and will ask if you want to make payment to Harris County MUD No. 71.
- Confirm that the “District Name” and “Payment Amount” is correct and you will be prompted to enter your Discover or MasterCard credit card and billing information. Click “Complete Payment” button and payment is processed
- You will receive a confirmation receipt that contains a unique confirmation number once payment is processed and accepted.
Please note that a confirmation number will not be given for declined transactions.
- Customer pays 5% per transactions to the internet service provider.*
(Example: \$60.00 water bill x 5% transaction fee = \$63.00 charge to credit card).

» **CHECK BY PHONE**

- Contact Compass Bank Telephone Payment Center
Phone: (713) 881-0675
Hours: 9:00 am – 4:00 pm CST; Monday through Friday excluding bank holidays
- Compass Bank call center receives high volume of calls at certain times of the month. You may receive a message to call back or a busy signal. Plan on paying your water bill several days in advance of due date to avoid payment delay.
- Customer must provide District Name, entire 15 digit account number, amount to be paid and banking information.
- Customer will be given confirmation number to verify authorization of the transaction and will be mailed a written notification within 3 business days of the transaction.
- Customer pays \$3.95 per transaction to the service provider.*
(Example: \$60.00 water bill + \$3.95 transaction fee = \$63.95 payment).

» **WESTERN UNION CONVENIENCE PAY**

- Customer can pay water bill at select HEB, Kroger or other Western Union Convenience pay locations. Cash, check and money order are accepted forms of payment at these locations
- Western Union Convenience pay locations can only accept payment using the properly formatted 15 digit account number water bill coupon.
- You must have the payment coupon present when paying at select HEB, Kroger or other Western Union Convenience pay locations. (Coupon is attached with water bill.)
- Customer is issued a receipt for payment which contains store location, Western Union employee name, customer’s 15 digit account number, date paid and amount paid
- Customer pays (\$1.00 per transaction fee to service provider.*
(Example: \$60.00 water bill + \$1.00 transaction fee = \$61.00 payment.)

» **AUTOMATIC BANK DRAFT**

- Customer contacts the District’s Operator, Regional Water Corporation, 281-897-9100, for authorization form.
- Customer completes the authorization form, and returns the authorization form with a canceled check to Compass Bank.
- It takes approximately two months before the Direct Payment Plan begins.
- PLEASE continue to make payments until your water bill is marked “Bank Draft.”
- Customer pays \$1.00 per transaction to the service provider.*
Example: \$60.00 water bill + \$1.00 transaction fee = \$61.00 payment).

» **ON-LINE BILL PAY**

- Customer initiates on-line check payment through their internet bill payment provider.
- Customer provides the bill payment provider the District Name, 15 digit account number, settlement date, and payment amount.
- Funds are transferred immediately from customer account and payment is mailed to Regional Water Corporation. Allow 7-10 business days for payment to be received at Regional Water Corporation.
- Example: \$60.00 water bill + \$0.00 transaction fee = \$60.00 payment).

Electronic payment options will be reported to the operating company, Regional Water Corporation, on the following business day, excluding holidays (except for on-line bill pay). Please contact Regional Water regarding your electronic payment questions at 281-897-9100.

***Transaction fee amounts are set and paid by the customer directly to the service provider. Harris County MUD No. 71 and/or Regional Water Corporation does not receive any portion of the transaction fee amount paid by the customer to the service provider.**

Customers can continue to pay their water bill by mailing their payment to:

Harris County MUD No. 71
P O Box 690406
Houston, TX 77269-0406

OR

Customers can continue to pay their water bill in person between the hours of 8:00 am – 4:00 pm, Monday – Friday:

Regional Water Corporation
12841 Jones Rd, Suite 120
Houston, TX 77070