

# HARRIS COUNTY M.U.D 500

17495 Village Green Dr.

Houston, Texas 77040

832-467-1599

832-467-1610 Fax

www.edpwater.com

Dear New Customer:

**Welcome to the Harris County Municipal Water District #500.** The following information is being provided to help you become familiar with the policies and procedures related to your water and sewer service.

The district requires a security deposit which will be determined per the Rate Order requirements along with a non-refundable \$25.00 application fee, to be paid at the time of application for service. Please return the deposit and application fee along with the completed Application for Service and signed Customer Service Agreement. We will not be able to establish service in your name until all of these items are received at our office. The deposit will be refunded following the due date of your final bill.

<u>Rate for Commercial Water Service</u>		<u>Rates for Commercial Sewer Service</u>	
0 – 7,000 gallons	\$25.00	0 – 7,000 gallons	\$25.00
7,001 – 15,000 gallons	\$2.50 per thousand gallons	7,001 – 15,000 gallons	\$2.50 per thousand gallons
15,001– 25,000 gallons	\$3.00 per thousand gallons	15,001– 25,000 gallons	\$3.00 per thousand gallons
Over 25,001 gallons	\$3.50per thousand gallons	Over 25,001 gallons	\$3.50per thousand gallons

West Harris County Regional Water Authority rate \$3.41 per thousand gallons

The rates listed above are applicable at the time this letter is presented but are subject to change at any time.

Your due date is the 15<sup>TH</sup> of each month. A 10% penalty will be assessed if payment is received after the due date. This amount is shown in the “After Due Date” block on your bill.

If your account is 60 days past due at the time current bills are generated, a termination notice will be sent to your address and your account will be charged \$5.00 for said notice. At this point all charges (including current charges) are due to avoid termination of your service. Should full payment not be received as directed on the letter, your service will be disconnected. Should service be disconnected, a \$25.00 fee will be added to your account, along with an additional \$25.00 deposit. Full payment will be required to restore service, payable by money order or cashiers check only. A \$25.00 charge will be assessed on all checks returned by the bank.

The District’s operator is EDP (Environmental Development Partners). You can contact them at **832-467-1599**. Emergencies are responded to 24 hours a day. Billing questions and non-emergency calls are taken Monday through Friday 8AM to 5PM. Please do not hesitate to call with any questions, concerns, or service problems. We are here to help.

Payments may be made in person: 17495 Village Green Drive, located near Jones Rd. and HWY 290

06-18-2018

# Harris County Municipal Utility District No. 500

## APPLICATION FOR COMMERCIAL WATER UTILITY SERVICE

DATE: \_\_\_\_\_

ADDRESS FOR SERVICE REQUEST			CITY
			ZIP
NAME OF ESTABLISHMENT			TELEPHONE
DATE TO BEGIN WATER SERVICE			
TYPE OF ESTABLISHMENT			
BILLING ADDRESS	INDICATE IF SAME AS ABOVE		
EMAIL ADDRESS			
TAX ID	ST	NUMBER	
APPLICATION FEES \$25.00	DEPOSIT AMOUNT REQUIRED: TBA	FEES PAID DATE:	

IS IRRIGATION SYSTEM INSTALLED? \_\_\_\_\_

GREASE TRAP/PRETREATMENT? \_\_\_\_\_

- APPLICANT IS REQUIRED TO SIGN A CUSTOMER SERVICE AGREEMENT TO RECEIVE SERVICE.
- APPLICANT MUST SUBMIT FULL PAYMENT FOR ALL FEES AND DEPOSIT WITH APPLICATION.

**APPLICANT'S FAILURE TO ADHERE TO ALL REQUIREMENTS CONTAINED IN THE DISTRICT'S RATE ORDER MAY RESULT IN FINES, PENALTIES AND A DELAY OR DENIAL OF SERVICE. A COPY OF THE DISTRICTS RATE ORDER IS AVAILABLE UPON REQUEST.**

**Please Make Check Or Money Order Payable To: Harris County M.U.D. #500**

DATE: \_\_\_\_\_ SIGNATURE: \_\_\_\_\_

PRINTED NAME: \_\_\_\_\_

**EXHIBIT "C"**  
**FORM OF SERVICE AGREEMENT**

- I. **PURPOSE.** Harris County Municipal Utility District No. 500 (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 District 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 District will not re-establish service unless it has a signed copy of this agreement.
  
- II. **PLUMBING RESTRICTIONS.** 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 which allows water to be returned to the public drinking water supply is permitted.
  
  - D. No pipe or pipe fitting which contains more than .25% 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 Harris County Municipal Utility District No. 500 (the "District") and \_\_\_\_\_(the "Customer").
  - A. The District will maintain a copy of this agreement as long as Customer and/or the premises is connected to the District's water system.
  
  - B. Customer shall allow his/her property to be inspected for possible cross-connections and other unacceptable plumbing practices. These inspections shall be conducted by the District or its designated agent prior to initiating new water

service; when there is reason to believe that cross-connections or other unacceptable plumbing practices exist; or after any major changes to the private plumbing facilities. The inspections shall be conducted during the District's normal business hours.

- C. The District shall notify Customer in writing of any cross-connection or other unacceptable plumbing practice which has been identified during the initial inspection or the periodic reinspection.
- D. Customer shall immediately correct any unacceptable plumbing practice on his/her premises.
- E. Customer shall, at his/her expense, properly install, test, and maintain any backflow prevention device required by the District. Copies of all testing and maintenance records shall be provided to the District.
- F. Customer understands and agrees that the District does not guarantee any specific quantity or pressure of water for any purpose whatsoever and that the District is not liable to customer for failure or refusal to furnish any particular amount or pressure of water to Customer at any time.

IV. **ENFORCEMENT.** If 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 backflow prevention device at the service connection. Any expenses associated with the enforcement of this Service Agreement shall be billed to Customer.

CUSTOMER'S SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

# Harris County Municipal Utility District No. 500

You may now pay via credit/debit/prepaid card or eCheck.  
American Express, Discover, MasterCard, and Visa are all accepted.

Listed below are our available options for your convenience:

- **Web Payments:** Log onto [www.edpwater.com](http://www.edpwater.com) to access the online payment portal. You can register your account, OR pay as a guest.
- **Automatic Monthly Payments:** Log onto [www.edpwater.com](http://www.edpwater.com) or contact EDP at 832-467-1599 to sign up for auto payments. You can select your payment method, enter your due date of the 15th, and the payment amount. Each month, you will receive an email confirming the payment was successful.
- **Live Agent Assisted Payments:** 832-467-1599 (M – F, 8AM – 5PM)
- **By Mail:** Enclose payment stub with your check or money order in the return envelope provided. Please allow ample time to ensure delivery before the due date.  
**Mail your payment, addressed to the District, to P.O. Box 3264, Houston, TX 77253-3264.**
- **In Person:** Our two office locations are 17495 Village Green Drive, Houston, TX 77040 and 2035 FM 359, Suite I, Richmond, TX 77406.
- **Night Drop Box:** Both office locations have a drop box slot on the front door. In addition, there is a drop box on the gate located at 15903 Squyres Road, Spring, TX 77379. Please insert a check or money order, along with the payment stub, in the return envelope. Our payment processing department will post the payment the following business day.
- **Online Bill Pay Through Your Financial Institution:** Payments can be made via your at-home internet service. Please allow 7-10 business days, prior to the due date, for the payment to be received.

First Billing Services assesses a convenience fee for each credit, debit, prepaid card and eCheck transaction. Card transactions will be assessed a 3.00% fee. One-time eCheck transactions will be assessed a \$1.00 fee, and recurring eCheck transactions will be assessed a \$1.00 fee.

**For more information or assistance with registration,  
Call EDP at 832-467-1599  
Monday – Friday, 8:00am to 5:00pm CST.**