

Welcome to Harris County M.U.D. 285

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

Visit your District Website: www.hcmud285.org

Welcome to Harris County M.U.D. 285 (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:	20 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:

Best Trash	281-313-2378
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Contact for Tax Assessor:

Wheeler & Associates	713-462-8906 www.wheelerassoc.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. 285, 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 285

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 285 (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#: 30428-_____

DAYTIME PHONE(S): _____

YOUR AUTHORIZED EMAIL ADDRESS: _____

EMAIL IMMEDIATELY TO YOUR CUSTOMER CARE AGENT:

- **A COPY OF PICTURE I.D.**
- **OWNERS: A COPY OF TOP PORTION OF CLOSING DISCLOSURE STATEMENT OR HUD-1 SETTLEMENT STATEMENT**
- **RENTERS: A COPY OF COMPLETE LEASE AGREEMENT**
- **PROPERTY MANAGEMENT OR REALTORS: A COPY OF LISTING AGREEMENT OR EXECUTED CONTRACT**

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

SECURITY DEPOSIT: \$50.00 + NON-REFUNDABLE TRANSFER FEE: \$30.00 = TOTAL AMOUNT: \$80.00 **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 285 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 285 Operator, Municipal District Services at (281) 290-6500, should you have a question or comment.

B

BEST TRASH será su nuevo proveedor de recolección de basura y material de reciclado a partir del

Los días de recolección de basura serán cada miércoles y sábado
El día de recolección de material de reciclado será cada miércoles

Recolección de basura: Utilice los carritos de basura BEST TRASH de 65 galones provistos (recipiente negro con tapa roja)

Recolección de material de reciclado: Utilice los carritos de basura BEST TRASH de 65 galones provistos (recipiente verde)

Coloque la basura y el material de reciclado en la orilla de la acera a más tardar a las 7:00 a.m.

BASURA: El día de recolección programado normalmente, Best Trash recogerá la basura residencial que se encuentre en la orilla de la acera en los carritos con ruedas provistos. Coloque los carritos en la orilla de la acera en la posición que se indica en la imagen siguiente. A los residentes se les asigna únicamente un carrito Best Trash para basura y se les anima a que coloquen toda la basura en el carrito. Sin embargo, si tiene basura adicional, puede colocarla en recipientes (de 30 a 50 galones), cajas o bolsas (de un peso máximo de 40 libras) junto al carrito de basura provisto de Best Trash. Los artículos excluidos de la recolección normal son tierra, piedras, ladrillos, azulejo, concreto, neumáticos, baterías, aceite de motor, aceite de cocina, desechos generados por un contratista privado, y cualquier material o artículos que se consideren materiales peligrosos. Por favor no deseche gasolina, aceite de motor, pinturas, aceite de cocina, ni ningún otro líquido en un recipiente que no esté visible para el personal de Best Trash. Si dichos artículos se derraman y causan manchas, Best Trash no es responsable de la limpieza. Best Trash dejará una etiqueta explicando la razón por no recoger ciertos artículos.

DESECHOS DE JARDÍN Y MATERIAL VOLUMINOSO: Los recortes de árboles, arbustos, maleza y cercas deben tener un máximo de 4 pulgadas de diámetro y 4 pies de largo. Deben estar atados en fajos y no deben exceder 40 libras. Es obligatorio atar los fajos para una rápida recolección y se deben obedecer las limitaciones de tamaño para evitar daños al equipo del proceso de compactación. Se recogerán artículos como aparatos eléctricos, muebles, colchones, alfombras (**alfombra de hasta 1 habitación, cortada en menos de 4 pies de ancho, atada en fajos y no debe exceder 40 libras**) ambos días de recolección de basura. De acuerdo a la ley federal, a los refrigeradores, congeladores y cualquier otro artículo que contenga freón se les debe drenar el freón y se debe incluir una factura que valide dicho servicio.

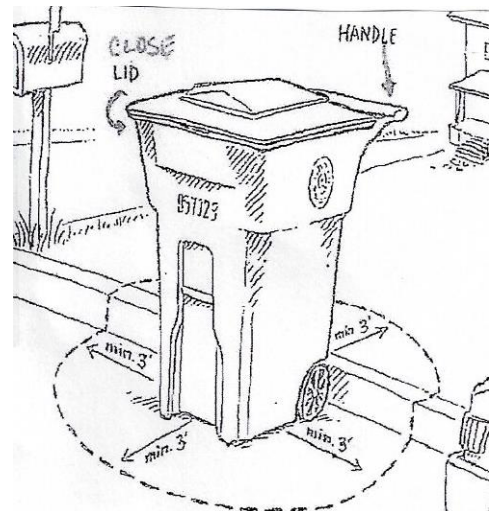
ARTÍCULOS RECICLABLES: PAPEL (incluido cartón), PLÁSTICOS (1-7), ALUMINIO y latas de HOJALATA y VIDRIO (de todos colores)

Best Trash se enorgullece de su programa de reciclado. Asegurar el mejor programa de reciclado para nuestros clientes toma tiempo y el esfuerzo de ambas partes. Por favor quite las tapas, líquidos y alimentos del interior de los recipientes. Solo use el carrito de reciclado provisto para los materiales reciclables. El carrito de reciclado verde **NO** es un recipiente de basura adicional y **NO** se vaciará como tal. Si los artículos exceden la capacidad del recipiente, por favor colóquelos junto al carrito, bien marcados como materiales reciclables. El cartón es reciclable. Por favor desarme las cajas dejándolas planas y colóquelas junto al carrito de reciclado para su recolección.

CUIDADO Y MANTENIMIENTO DEL CARRITO: Best Trash proveerá a cada residencia **UN** carrito para material de reciclado y **UN** carrito para basura. Best Trash reemplazará todo carrito defectuoso o que de otra manera se vuelva inutilizable debido al uso y desgaste normal. Los carritos extraviados o robados se pueden reemplazar por \$65.00 cada uno. Favor de comunicarse a Best Trash.

HORARIO DE DÍAS FESTIVOS: Si su día habitual de recolección de basura o material de reciclado cae en un día festivo (Año Nuevo, Día de la Independencia o Navidad), la recolección se hará el día siguiente del día programado.

Best Trash 281 313-2378
www.best-trash.com



BEST TRASH will be your new trash and recycling collection provider
Trash collection days will be every Wednesday and Saturday
Recycle collection day will be every Wednesday

Garbage collection: Use 65-gallon BEST TRASH provided trash carts (black container with red lid)

Recycle collection: Use 65-gallon BEST TRASH provided recycle carts (green container)

Please have trash and recyclables out to the curb by 7:00 a.m.

TRASH: On each regularly scheduled collection day, Best Trash will collect residential refuse located at the curbside in the provided roll-out carts. Please place the carts on the curb facing forward as shown in the picture below. Residents are restricted to one Best Trash cart for refuse and are encouraged to confine refuse to the cart, however additional refuse may be placed in containers (between 30- 50 gallons), boxes, or bags (not weighing over 40 pounds) and placed next to the Best Trash provided trash cart. Items excluded from normal collection are dirt, rocks, bricks, tile, concrete, tires, batteries, motor oil, cooking oil, waste generated by a private contractor, or any materials or items deemed hazardous materials. Please do not dispose of gasoline, motor oil, paints, cooking oil, or any other liquid items in a container that are not visible to Best Trash personnel. If such items results in spillage that causes a stain, Best Trash is not responsible for the cleanup. Best Trash will leave a tag explaining the reason for any non-collected item(s).

YARD & BULK WASTE: Trees, shrubs, brush trimmings and fencing must be no larger than 4 inches in diameter, no more than 4 feet long, tied in bundles, and may not exceed 40 pounds. Tied bundles are required to allow for quick pickup, and size limitations are required to avoid damaging the equipment in the compacting process. Items such as appliances, furniture, mattresses, carpet (**up to 1 room of carpet, cut less than 4 feet wide, tied in bundles, and may not exceed 40 pounds**), will be picked up on both garbage collection days. By Federal Law, refrigerators, freezers, and any other items containing Freon must be drained of Freon and have an accompanying bill to validate such service was performed.

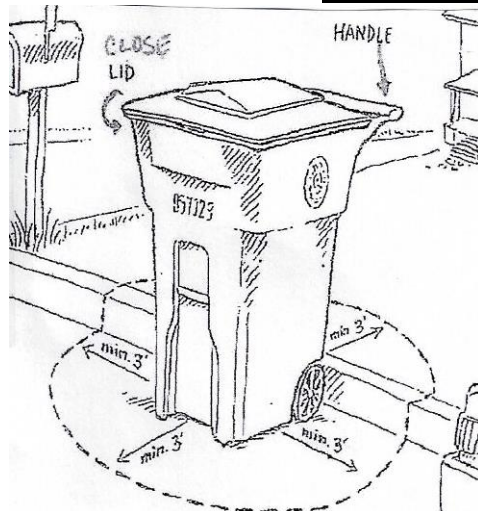
RECYCLEABLE ITEMS: PAPER (including cardboard), PLASTICS (1-7), ALUMINUM and TIN cans and GLASS (all colors)

Best Trash takes great pride in our recycle program. Ensuring the best recycle program for our customers takes time and effort on both sides. Please remove caps, liquids, and food products from inside the containers. Please only use the provided recycle cart for recyclable materials. The green recycle cart is **NOT** an extra trash container and will **NOT** be emptied as such. If items exceed container capacity, please place them adjacent to the cart well marked as recyclable materials. Cardboard is recyclable, please break down all boxes flat, and place them next to the recycle cart for collection.

CART CARE & MAINTENANCE: Best Trash will provide each current residence with **ONE** recycling cart and **ONE** trash cart. Best Trash will replace any carts that are defective or otherwise become unusable due to normal wear and tear. Lost or stolen carts can be replaced for \$65.00 each by calling Best Trash.

HOLIDAY SCHEDULE: If your regular trash or recycle collection day falls on a holiday (New Years Day, Independence Day or Christmas Day), the collection will be made on the next regularly scheduled collection day.

Best Trash 281 313-2378 www.best-trash.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