



SCUD -

New Residential Service Packet
Spring Creek Utility District

Dear Resident,

Welcome to the Spring Creek Utility District (Spring Creek Utility District). The following information is provided to assist you in becoming familiar with the District's policies as they relate to your water and sewer service. The Board of Directors for Spring Creek Utility District has selected Municipal Operations & Consulting to be the operator of the District's water and sewer system.

Municipal Operations & Consulting takes great pride in their vision and experience to ensure all of your water utility service needs are met with enthusiasm and pride. Their goal is to ensure we provide the highest level of satisfaction in the industry. You are encouraged to visit their website, www.municipalops.com after the first Billing Cycle where you will be able to create an online account, view your billing history, payment history, and pay your bill using your credit card (Visa, MasterCard, Amex or Discover) or electronic check. Municipal Operations & Consulting provides an online experience that is absolutely secure and convenient. If you wish to be set up on automatic bank draft, or recurring credit card payments, please see the Online Bill Pay feature at: <https://municipalops.com/customer-care/pay-your-bill/>.

Municipal Operations & Consulting handles the billing for water, sewer, and trash service. They also handle all water and sewer related emergencies. They respond to emergencies 24-hours a day, so we encourage you to contact them, should water or sewer emergencies occur.

Billing questions and non-emergency calls are taken Monday through Friday from 8am to 5pm. Please do not hesitate to call with any questions, concerns, or other service-related problems.

Main Line: (281) 367-5511
Fax Line: (281) 367-5517

**To submit service applications, please send to
service@municipalops.com**

If you'd like to find out more, you may find supplemental resources and information about Spring Creek Utility District online at www.springcreekud.org

Thank you for being part of our District.

Sincerely,
Spring Creek Utility District Board of Directors

District website: www.springcreekud.org
Operator's website: www.municipalops.com



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APPLICATION FOR RESIDENTIAL UTILITY SERVICE

Please note all Applicants are required to sign this form before service can be activated.

*Required fields.

Name of Customer*: _____

Date of Birth*: _____ Account Activation Date*: _____

SSN/EIN: _____ Driver License/ID & State*: _____

☐ Primary Phone*: _____ Secondary: ☐ _____

Check here if this is a mobile number ☐

Check here if this is a mobile number.

Email Address*: _____

I agree to provide my above information and understand the District may contact me via phone, text, and/or email for emergencies and other pertinent matters.
Check here if you DO NOT wish to receive these. ☐

Service Address*: _____

City*: _____ State*: _____ Zip*: _____

Billing Address (if different) *: _____

City*: _____ State*: _____ Zip*: _____

Please Check One:

☐

I own this property.

(Proof of ownership
required)
\$100.00 (refundable)
deposit + \$25.00
connection fee

☐

I rent this property.

(Proof of lease
required) \$300.00
(refundable) deposit +
\$25.00 connection fee.

☐

I manage this property.

(Listing agreement
required) \$300.00
(refundable) deposit +
\$25.00 connection fee

The deposit and connection fee must be paid by cash (cypress location only), money order, or credit card over the phone (3% processing fee will be applied) before service is rendered. NO EXCEPTIONS.

Name of Employer: _____ Employer Phone: _____

Employer Address: _____

City: _____ State: _____ Zip: _____

By signing you agree to the terms herein, the Customer Service Agreement, do grant permission for District's Operator to turn on water service at the Service Address without anyone present and understand the District will not be held responsible for consequent damage to property, and understand you are bound to the cost for all services set by and listed in the District's Rate Order. 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 initiation. A copy of the District's Rate Order is available upon request and on the Spring Creek Utility District website, here: www.springcreekud.org

Printed Name: _____ Date: _____

Signature: _____

WATER WILL BE TURNED ON THE NEXT BUSINESS DAY FOLLOWING ACCOUNT ACTIVATION

CUSTOMER SERVICE AGREEMENT

- I. **PURPOSE.** Spring Creek Utility District is responsible for protecting the drinking water supply from contamination or pollution which could result from improper system construction or configuration on the residential connection owner's side of the meter. The purpose of this service agreement is to notify each customer of the restrictions which are in place to provide this protection. Spring Creek Utility District enforces these restrictions to ensure the public health and welfare. Each residential customer must sign this agreement before Spring Creek Utility District will begin service. In addition, when service to an existing residential connection has been suspended or terminated, Spring Creek Utility District will not re-establish service unless it has a signed copy of this agreement.
- II. **RESTRICTIONS.** The following 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 water system by an airgap or an appropriate backflow prevention device.
 - B. No cross-connection between the public water supply and a private water system is permitted. These potential threats to the public water supply shall be eliminated at the service connection by the installation of an airgap 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 0.25% 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% 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 Spring Creek Utility District and the Customer.
 - A. Spring Creek Utility District 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 potential contamination hazards. These inspections shall be conducted by the Spring Creek Utility District or its designated agent prior to initiating new water service; when there is reason to believe that cross-connections or other potential contamination hazards exist; or after any major changes to the private water distribution facilities. The inspections shall be conducted during normal business hours of the District's authorized Operator.
 - C. Spring Creek Utility District shall notify the Customer in writing of any cross-connection or other potential contamination hazard which has been identified during the initial inspection or the periodic reinspection.
 - D. The Customer shall immediately remove or adequately isolate any potential cross-connections or other potential contamination hazards on his premises.
 - E. The Customer shall, at his expense, properly install, test, and maintain any backflow prevention device required by Spring Creek Utility District. Copies of all testing and maintenance records shall be provided to Spring Creek Utility District.
- IV. **ENFORCEMENT.** If the Customer fails to comply with the terms of the Service Agreement, Spring Creek Utility 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 agreement shall be billed to the Customer.

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District website: www.springcreekud.org

Operator's website: www.municipalops.com



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Special Notice
Right to Confidentiality of Personal Information

House bill 872, effective September 1, 2021, requires utility companies to notify customers of their right to confidentiality. You are hereby informed that your billing information and personal records are kept confidential unless you request in writing that they become accessible to the public.

Customer Name: _____

_____ My billing/personal information should be available to the public.

“Personal Information” as defined by this notice means an individual’s address, telephone number and social security number.

“Billing Information” as defined by this notice means any information relating to the volume, units of utility usage, or the amounts billed to or collected from the individual for utility usage.

If you have any questions, please contact the District at 281-367-5511.

Permission to Turn on Water.

I give my permission for Municipal Operations to turn water on at the address below without anyone present. I understand that the District and Municipal Operations & Consulting will not be held responsible for any damage to broken pipes, leaking pipes, flooded areas, or any water related damages etc.

Services Address _____

Signature _____ **(required)**

(NO Electronic signatures accepted)

ATTACH PHOTO ID HERE
(or on a separate sheet of paper)

Please attach a photo copy of a valid government-issued photo ID which includes your date of birth here, or on a separate sheet of paper

REQUIRED

PAYMENT OPTIONS

Online Bill-Pay (through your banking institution)

<https://www.eonlinebill.com/bapp/munop/index>

We are pleased to announce a new and much improved online bill payment center. Most districts are now accepting online credit card payments, and some have authorized one-time e-check payments*. A convenience fee of 3% will be added when paying with a credit card, and \$1 will be added when paying with an e-check. The new payment system also provides:

- 24/7 Access to Account Information
- A Totally Secured Process
- Online Access to Billing History
- Ability to Reprint Current Bill
- Reminder Emails and Billing Notices

*All returned checks will be assessed a fee as authorized by the District's Rate Order. Payments received after business hours for service cut-offs will have services restored the next business day.

Pay-By-Phone

Visa/MasterCard/Discover/American Express (3% Convenience Fee*)

- Posts to account: next business day

Electronic Check (\$1.00 transaction fee*)

- Posts to account: next business day

Online Website

(Payments through <https://municipalops.com/customer-care/pay-your-bill/>)

Visa/MasterCard/Discover/American Express (3% Convenience Fee*)

- Posts to account: next business day

Electronic Check (\$1.00 transaction fee*)

- Posts to account: next business day

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Monthly Auto-Draft/ Recurring Credit Card Payments:

Visa/MasterCard/Discover/American Express (3% Convenience Fee*)

- Posts to account: on the due date

Electronic Check (\$1.00 transaction fee*)

- Posts to account: on the due date

Operator's Drop Box (Checks dropped at Operator's office)

CYPRESS OFFICE

20141 Schiel Rd
Cypress, TX 77433

Phone: (281) 367-5511

Fax: (281) 367-5517

Hours:

Monday–Thursday:
8:00 AM to 5:00 PM

Friday:
8:30 AM to 5:00 PM

*A night drop slot is available on the door for
after-hours payments.*

KATY OFFICE

1825 Mason Road
Katy, Texas 77449

Phone: (281) 347-8686

Fax: (281) 347-8863

Hours:

Monday–Thursday:
8:00 AM to 4:00 PM

Friday:
8:30 AM to 4:00 PM

*A night drop slot is available on the door for
after-hours payments.*



EyeOnWater

Welcome To EyeOnWater! You now have more control of your water usage through EyeOnWater. EyeOnWater is a Badger Meter consumer portal application giving you the opportunity to monitor your water reading, water usage, set leak notifications, and more from your home computer, smart phone, and/or tablet. We encourage you sign up today because the water we save today can help save tomorrow.

To get **started from your computer**, simply follow the steps below:

1. Visit <https://eyeonwater.com/signup> using a supported web browser. (Chrome preferably)
2. Enter your IVR ID # as it appears on your water bill. Don't have a copy of your water bill? Contact your utility.
3. Enter and confirm your email address.
4. Create and confirm your password.
5. Read and accept the [Terms of Use](#).
6. Verify you email address in the confirmation email.
7. Log in and enjoy using [EyeOnWater](#).

Steps to Create an EyeOnWater Account

1. Enter your service or billing address ZIP/Postal Code.
2. Enter your account number as it appears on your water bill. Don't have a copy of your water bill? Contact your utility.

SAMPLE WATER BILL		
CUSTOMER NAME	SERVICE LOCATION	ACCOUNT NUMBER
JOHN SMITH	123 MAIN STREET	88888888
DUE DATE		CURRENT CHARGES
01/15/2017		\$45.50

3. Enter and confirm your email address.
4. Create and confirm your password.
5. Read and accept the [Terms of Use](#).
6. Verify your email address in the confirmation email.
7. Enjoy using EyeOnWater!

A Service or Billing ZIP/Postal Code:

Account Number:

B Enter your Account Number

Some utilities use a customer number, others omit hyphens, trailing zeros and non-numeric characters. When in doubt, consult your utility to learn which number to use when creating an EyeOnWater account.

C

Already have an account? [Sign in here](#).