

HG -**APPLICATION FOR NEW WATER & SEWER SERVICE****HUNTERS GLEN MUD**

20141 Schiel Rd.
Cypress, Texas 77433
(281) 367-5511
(281) 367-5517(fax)

SERVICE@MUNICIPALOPS.COM

Account # _____

(Office use only)

According to the District's rate order an application for water and sanitary sewer service is required for all new connections. Please complete the application and return it to our office along with a copy of your **driver's license**. As the owner there will be a **\$30.00** (refundable) deposit and a **\$20.00** (non-refundable) connection fee, renters will have a **\$150.00** (refundable) deposit, and a **\$20.00** (non-refundable) connection fee. The deposit and connection fee must be paid by cash, money order, or credit card over the phone (3% processing fee will be applied) **ONLY** before service is rendered. **NO EXCEPTIONS.**

Payment Method: Cash Money Order Credit Card
 (Cypress location only) (3% processing fee will be applied)

Activation Date: _____ *If activation date is not filled out; account will be created date received*
 (REQUIRED)

Customer Name: _____ DOB: _____

SSN: _____ /TAX ID _____ DL & State: _____
 (OPTIONAL) (IF APPLICABLE)

Employer: _____ Work Phone: _____

Secondary: _____

Secondary's SSN: _____ Driver's License # and State: _____
 (OPTIONAL)

Service Address: _____

City: _____ State: _____ Zip Code: _____

Primary Phone: _____ Secondary Phone: _____

E-mail Address: _____

Billing Address (if different): _____

City: _____ State: _____ Zip Code: _____

Do you: Own Rent Manage (listing agreement required)

Landlord Name: _____ Contact number: _____

Address: _____ City /St / Zip: _____

Completed documents must be received in office by 3pm for next day service.

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Service Agreement Exhibit "B"

I. PURPOSE: HUNTERS GLEN MUD (herein after referred to as 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 Service 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 in accordance with state plumbing regulations. Additionally, all pressure release valves and thermal expansion devices shall be in compliance with state plumbing codes.
- 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 are not permitted.
- c. No connection, which allows water to be returned to the public drinking water supply, is permitted.
- d. No pipe or pipe fitting installed on or after January 4, 2014, 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 on or after July 1, 1988, which provides water for human use.
- f. No plumbing fixture shall be installed which is not in compliance with a state approved plumbing code.

III. SERVICE AGREEMENT: The following are the terms of the service agreement between the District and _____ (the Customer).

- a. The District will maintain a copy of this agreement as long as the Customer and/or the premises is connected to the District's water system.
- b. The Customer shall allow his property to be inspected for possible cross-connections and other unacceptable plumbing practices. These inspections shall be conducted during the District's normal business hours.
- c. The District shall notify the Customer in writing of any cross-connection or other unacceptable plumbing practice which has been identified during the initial inspection or the periodic re-inspection.
- d. The customer shall immediately correct any unacceptable plumbing practice on his/her premises.
- e. The 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.

IV. ENFORCEMENT: If the customer fails to comply with the terms of this 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 the Customer.

Customer Signature: _____
(NO Electronic signatures accepted)

Printed Name: _____ **Date:** _____

Please fill out completely and return with a copy of your driver's license.

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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



NOTICE TO CUSTOMER REGARDING EXTREME WEATHER EMERGENCY

Dear Customer:

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The Public Utility Commission's rule in Title 16, Chapter 24 Texas Admin. Code § 24.173(d) prohibit **Hunter's Glen Municipal Utility District** (the "District") from imposing a late fee or from disconnecting your retail water/sewer service for nonpayment of bills that are due during an extreme weather emergency until after the emergency is over.

An extreme weather event is defined as a period beginning when the previous day's highest temperature in your area did not exceed 28 degrees Fahrenheit, and the temperature is predicted to remain at or below that level for the next 24 hours according to the nearest National Weather Service reports for your area. For purposes of these requirements, an extreme weather emergency is over on the second business day the temperature exceeds 28 degrees Fahrenheit.

The District is required to offer a payment schedule to an affected customer that requests a payment schedule. If you are a customer of the District and are affected by an extreme weather emergency, you may request a payment schedule from the District for unpaid bills that are due during the extreme weather emergency.

For affected customers that request a payment schedule, the District is prohibited from disconnecting service for nonpayment of bills that are due during an extreme weather emergency. However, once a payment schedule is offered to the affected customer, **disconnections may resume if** (1) the affected customer declines to accept the payment schedule in a timely manner, **or** (2) if the affected customer has violated the terms of the payment schedule.

If you have a bill from the District due during an extreme weather emergency, then you are an affected customer and you qualify to request a payment schedule from the District for your bill. Please contact our Operator's office at 281/367-5511.

Thank You,
Hunter's Glen Municipal Utility District

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AVISO AL CLIENTE CON RESPECTO A UNA EMERGENCIA CLIMÁTICA EXTREMA

Estimado cliente:

La Comisión de Servicios Públicos de Texas en su título 16, capítulo 24 Texas Admin. Code § 24.173(d) prohíbe **Distrito Municipal de Prestación de Servicios Públicos de Hunter's Glen** (el "Distrito") de imponer un cargo por pago atrasado o desconectar su servicio de agua / drenaje por falta de pago de facturas que vencen durante una emergencia climática extrema hasta después del término de la emergencia.

Un evento climático extremo se define como un período que comienza cuando la temperatura más alta del día anterior en su área no superó los 28 grados Fahrenheit, y se pronostica que la temperatura permanecerá en o por debajo de ese nivel durante las próximas 24 horas de acuerdo con los informes del Servicio Meteorológico Nacional más cercanos de su área. Para los propósitos de estos requisitos, una emergencia climática extrema termina el segundo día en cual la temperatura excede los 28 grados Fahrenheit.

El Distrito esta obligada a ofrecer un plan de pagos a un cliente afectado que solicite un plan de pagos. Si usted es cliente de el Distrito y se ve afectado por una emergencia climática extrema, puede solicitar un plan de pagos al Distrito para las facturas no pagadas que vencieron durante la emergencia climática extrema.

Para los clientes afectados que solicitan un cronograma de pagos, el Distrito tiene prohibido desconectar el servicio por falta de pago de facturas vencidas durante una emergencia climática extrema. Sin embargo, una vez que se ofrece un plan de pagos al cliente afectado, **las desconexiones pueden reanudarse si** (1) el cliente afectado se niega a aceptar el plan de pagos de manera oportuna, o (2) si el cliente afectado ha violado los términos del plan de pagos.

Si tiene una factura de el Distrito que vence durante una emergencia climática extrema, entonces usted es un cliente afectado y califica para solicitar un plan de pagos de el Distrito para su factura. Por favor, póngase en contacto con la oficina de nuestro Operador al 281/367-5511.

Gracias,

Distrito Municipal de Prestación de Servicios Públicos de Hunter's Glen

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

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BEFORE SUBMITTING THE APPLICATION, PLEASE MAKE SURE YOU PROVIDE THE FOLLOWING:

- []** Contact number and email
- []** Copy of driver's license
- []** Deposit – Cash (**Cypress location only**), Money Order, or Cashier's Check **ONLY**
No personal or business check accepted unless the application indicates otherwise.
*Credit card is accepted over the phone (**3% Processing fee will be applied**)
- []** Lease / Deed / Listing Agreement **IF** required
- []** Signature on 2ND, And 3RD page of application required

FREQUENTLY ASKED QUESTIONS:

When will my water be turned on and can I have my water turned on today?

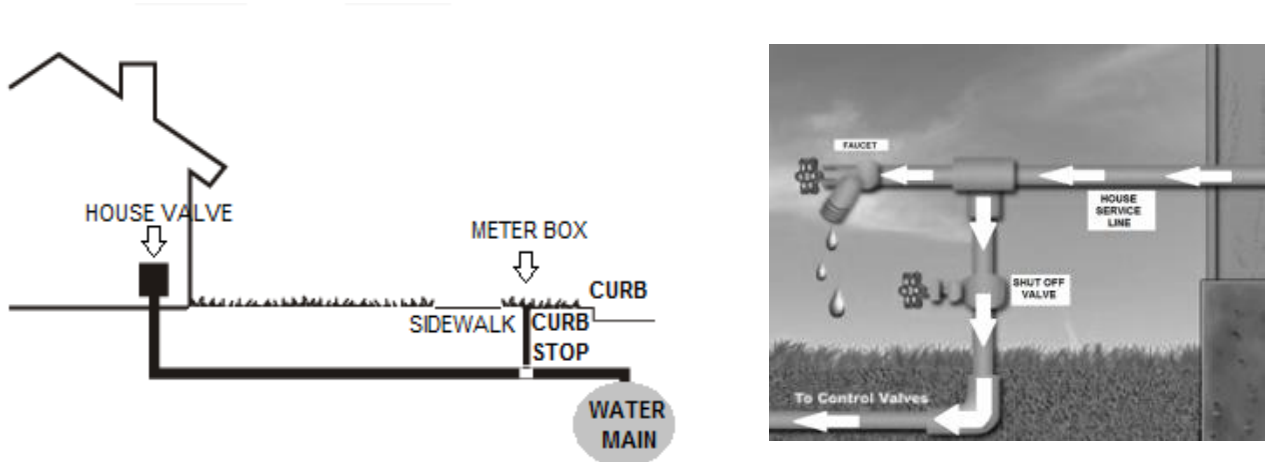
We do not offer same day service; the water will be turned on the next business day following account activation date provided on the application. All documents and deposit (if required upfront) must be in office no later than 3:00 for next day service.

Who is my trash provider?

Best Trash **281-313-2378**

Trash is included in the sewer portion of your bill. For pick up days or any other inquiries, please contact the trash company directly.

How do I locate my house valve, and what does it look like?



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