White Oak Bend MUD

When applying for water service in White Oak Bend MUD you will need to fill out the attached Application for Service and Service Agreement. For the initial account activation, you will need to bring the required paperwork into the office or if out of town, overnight it to our office located at 13300 Schroeder Road, Houston, Texas 77070 along with the following:

***If documents are not presented in person, they must be notarized.**

If you purchased the residential property:

- Proof of purchase i.e.: Closing Disclosure or Settlement Statement
- Picture ID
- Check or money order in the amount of $205.00 ($175.00 Deposit +$30.00 Application Fee) payable to White Oak Bend MUD

If you are leasing or managing the residential property:

- A copy of your signed Lease agreement or Management agreement
- Picture ID
- Check or money order in the amount of $305.00 ($275.00 Deposit+ $30.00 Application Fee) payable to White Oak Bend MUD

-All the aforementioned documentation must be received in order for service connections to take place.

-Service connection is a next business day service. Connection takes place Monday – Friday between the hours of 8:00 am – 5:00 pm.

Business Hours:
Monday- Friday 8:00 am - 5:00 pm
Lobby Closes at 4:00 pm
281-897-9100

We look forward to serving you.
Have a great day!

District: White Oak Bend MUD

Water Service Application

TODAYS DATE:_____ REQUESTED SERVICE DATE: _____

OWNER [ ] LEASING [ ] REALTOR [ ]

Does the home have a pool? Yes or No Sprinkler System? Yes or No

SERVICE ADDRESS: _____

City: _____ State: Texas Zip: _____

Mailing Address (if different from above): _____

_____

City: _____ State:_____ Zip: _____

Name on Account (**Primary)**: _____

Social Security No._____Driver's License No._____ Date of Birth _____

Name on Account (**Secondary)**: _____

Social Security No._____Driver's License No._____Date of Birth _____

Cell Phone # (____) ____ - _____ **Work Phone # (____) ____ - _____**

PURCHASE PROPERTY / LEASE PROPERTY

Mortgage/Landlord Name: _____

Phone No.: _____

I hereby certify that, my home, or the home under my care, will be prepared to have the water turned on, as requested, on the date of service noted above. All faucets, washer connections and outside hydrants will be off. I understand that neither my MUD, nor its management personnel, is responsible for any damage(s) resulting from the fulfillment of my request.

Signature:_____ Printed: _____

OFFICE USE ONLY:

DEPOSIT AMOUNT: $_____	DATE COLLECTED: _____	CHECK NUMBER: _____

ACCOUNT No. _____

SERVICE ORDER CREATED: _____ READING: _____

ENTERED IN COMPUTER: _____

WHITE OAK BEND MUNICIPAL UTILITY DISTRICT
SERVICE AGREEMENT

I. PURPOSE. WHITE OAK BEND MUNICIPAL UTILITY DISTRICT ("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 to ensure 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 airgap 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 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 a weighted average of 0.20% 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 services agreement between WHITE OAK BEND MUNICIPAL UTILITY DISTRICT (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. 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 the 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.

G. Customers understand that the property being occupied pursuant to this Service Agreement is subject to paying all cost for services provided by the District, so any tax-exemption obtained for the property that would reduce or eliminate taxes that would otherwise be paid to the District, shall be paid by special assessments pursuant to the District's Rate Order. Such special assessments will be equivalent to any debt service tax amounts and operation and maintenance tax amounts that the property owner would be obligated to pay absent any such exemption. **THIS PARAGRAPH IS NOT APPLICABLE TO ANY REDUCTION OF PROPERTY ASSESSMENT VALVE PROVIDED FOR BY THE TEXAS TAX CODE FOR REDUCTION OF ASSESSED VALUES.**

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

V. PREMISES READY FOR SERVICE. I hereby certify that my home, or the home under my care, will be prepared to have the water turned on, as requested, on the date of service. All faucets, washer connections and outside hydrants will be off. I understand that neither the District, nor its management personnel, is responsible for any damage(s) resulting from the fulfillment of my request.

Service Address	**Date of Service**

Signature	**Printed**

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]

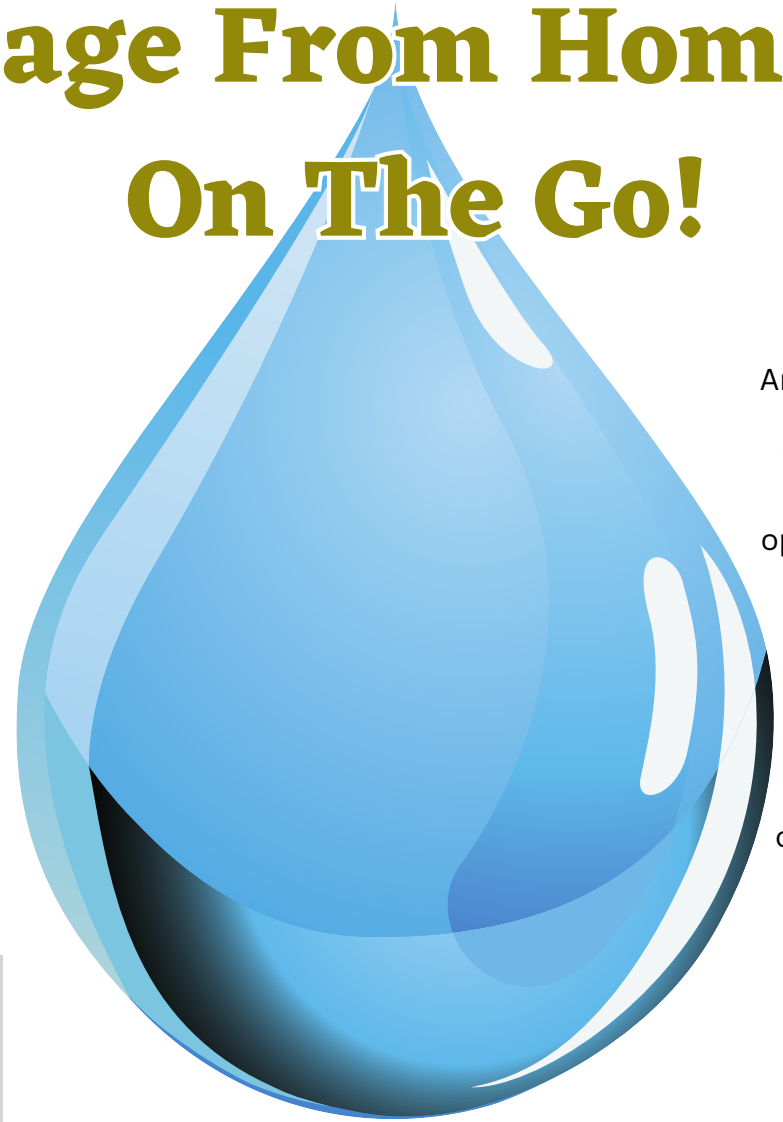
My Commission Expires _____

EyeonWater

Monitor Your Water Usage From Home Or On The Go!

FREE, QUICK AND EASY WAY TO SAVE WATER AND MONEY?

Now You Can Securely and Directly View Your Water Usage By Creating An Account



Follow these simple steps on your computer or smartphone device to get started.

You can now sign into your EOW account.

1. **visit https://eyeonwater.com/signup on your computer or smartphone using a supported web browser.**
2. **Enter your service area zip code. Enter billing account number as seen on your bill. Enter your Email address.**
3. **Create and Confirm a password. You will get a confirmation email from BEACON. You must verify your email address by clicking on this link.**
4. **Once you do, you can sign in using your email and password.**



Go to the App Store on your Android or iPhone and search for "eye on water". Download and open the free App to your smartphone.



Open the App & Tap on the Sign-Up button



Enter your account ID (exactly as it appears on the bill) & Enter your service area zip code.



Verify the correct account is located & select "Yes, That's Me" or "Go Back"



Enter your name & a valid e-mail address



Create a password & verify you have read the Terms of Service.



Tap on the Submit button, an email will be sent to the email you provided.



Tap on the "Click Here" in the email to verify it is valid.



Then select that you have verified your email.

White Oak Bend MUD

You can pay by credit card, debit card or eCheck. Visa, MasterCard, Discover, and Amex are all accepted.

White Oak Bend MUD has teamed up with **First Billing Services** to provide more choices to our customers. Please review the information below for options available through First Billing Services:

- Web payments: Log onto https://www.regionalwater.net/ to access the online portal. You can register your account, OR pay as a guest!

- Live agent assisted payments: call 1-855-270-3592.

- Automated phone payments: Call ***White Oak Bend MUD*** (Integrated Voice Recognition System) and follow the prompts. This service is available 24/7. ***877-445-0970***

- Text & Pay: **A new and exciting feature available to you!** Register your account via the online portal to sign up for Text & Pay.

- Automatic Monthly Payments: Log in online OR contact First Billing at 1-855-270-3592 to sign up for auto payments. You can select your payment method, pick your date, and the payment amount. Each month, you will receive emails confirming the payment was successful.

While you will be paying your bill to your water district; First Billing Services assesses a fee for each **credit/debit card (3.99%) and eCheck ($1.25) transaction**, while using these convenient services.

For more information or assistance with registration;
Call First Billing at 1-855-270-3592
or visit the website at https://www.regionalwater.net/