

## Montgomery County MUD No. 16

When applying for water service in Montgomery County MUD No. 16 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 12841 Jones Rd, Suite 120, 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 \$170.00 (\$150.00 Deposit + \$20.00 Connect Fee) payable to Montgomery County MUD No. 16

### **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 \$270.00 (\$250.00 Deposit + \$20.00 Connect Fee) payable to Montgomery County MUD No. 16

-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.

Should you have any questions or concerns please contact our office at 281-897-9100.

**Business Hours:  
Monday- Friday 8:00 am - 5:00 pm  
Lobby Closes at 4:00 pm**

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

**MONTGOMERY COUNTY MUD No. 16**  
**CUSTOMER SERVICE AGREEMENT**

**SECTION I. PURPOSE.** Montgomery County Municipal Utility District No. 16 (the "District") is responsible for protecting its Water Supply System from contamination or pollution which could result from unacceptable 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 Customer Service 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 Customer Service Agreement.

**SECTION II. PLUMBING RESTRICTIONS.** The following unacceptable plumbing practices are prohibited by State regulations:

- A. No direct connection between the District's Water Supply System 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 District's Water Supply System and a private water system is permitted. These potential threats to the District's Water Supply System 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 District's Water Supply System is permitted.
- D. No pipe or pipe fitting which contains more than 8.0% 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 may be used for the installation or repair of plumbing at any connection which provides water for human use.

**SECTION III. SERVICE AGREEMENT.** The following are the terms of this Customer Service Agreement between Montgomery County Municipal Utility District No. 16 (the "District") and \_\_\_\_\_ (the "Customer")

- A. The District will maintain a copy of this Customer Service Agreement as long as the Customer and/or the premises is connected to the District.
- B. The Customer shall allow his/her property to be inspected for possible 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 major changes to the private plumbing facilities. 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 practices which have been identified during the initial inspection or the periodic reinspection.

- D. The Customer shall immediately correct any unacceptable plumbing practice on his/her premises.
- E. The Customer shall, at his 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.

**SECTION IV. ENFORCEMENT.** If the Customer fails to comply with the terms of the Service Agreement, the District shall, at its option, either terminate service of 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.

**SECTION 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

NOTE: THE PURPOSE OF THE CUSTOMER SERVICE AGREEMENT IS TO NOTIFY CUSTOMERS OF THE PLUMBING RESTRICTIONS OF THE DISTRICT ADOPTED TO PROTECT THE DISTRICT'S WATER SUPPLY SYSTEM. INSPECTIONS CONDUCTED BY THE DISTRICT'S OPERATOR IN ACCORDANCE WITH THIS SERVICE AGREEMENT ARE FOR THE SOLE PURPOSE OF DISCOVERING AND ELIMINATING UNACCEPTABLE PLUMBING PRACTICES. THE DISTRICT OR THE DISTRICT'S OPERATOR MAKES NO REPRESENTATION AS TO THE ADEQUACY, QUALITY, OR FITNESS OF THE CUSTOMER'S PRIVATE PLUMBING FACILITIES.

**CERTIFICATE OF ACKNOWLEDGMENT OF NOTARY PUBLIC**

STATE OF TEXAS

COUNTY OF \_\_\_\_\_

This document was acknowledged before me on this \_\_\_\_\_ [DATE] by

\_\_\_\_\_ [NAME OF PRINCIPAL]

[NOTARY SEAL]

\_\_\_\_\_  
**SIGNATURE OF NOTARIAL OFFICER**

My Commission Expires \_\_\_\_\_

District: \_\_\_\_\_

## 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: Texas 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: \_\_\_\_\_

## **Montgomery County MUD No 16**

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

**Montgomery County MUD No 16** 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 **Montgomery County MUD No 16** (Integrated Voice Recognition System) and follow the prompts. This service is available 24/7. **877-556-3619**
- 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 (\$0.99) 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/>**