NORTHWEST HARRIS COUNTY MUNICIPAL UTILITY DISTRICT NO. 10

17495 Village Green Dr.
Houston, Texas 77040
832-467-1599
832-467-1610 fax
WWW.EDPWATER.COM

Dear New Customer:

Welcome to the Northwest Harris County Municipal Utility District No. 10. The following information is being provided to help you become familiar with the policies and procedures relating to your water and sewer service.

The District requires a $100.00 owner or $150.00 tenant security deposit and a $40.00 application fee. The deposit and application fee, a completed application, and a signed Customer Service Agreement are required to set up service. The deposit will be refunded when your account is closed and paid in full.

Water Service is provided at the following rates*, subject to change.

0 – 4,000 gallons	$12.50
4,001 – 10,000 gallons	$0.95 per thousand gallons
10,001 – 15,000 gallons	$1.30 per thousand gallons
15,001 – 35,000 gallons	$1.60 per thousand gallons
35,001 – 99,999 gallons	$2.00 per thousand gallons

Sewer service is billed at the following rate*, subject to change.

0 – 4,000 gallons	$24.87 minimum
4,001 – 10,000 gallons	$0.25 per thousand gallons
10,001 – 15,000 gallons	$0.35 per thousand gallons
15,001 – 99,999 gallons	$0.50 per thousand gallons

North Harris County Regional Water Authority is $3.74 per 1,000 gallons*, subject to change.

Your due date is the 2nd of each month. A 15% penalty will be assessed if payment is received after the due date. This amount is shown in the "After Due Date" block on your bill.

If your account is 30 days past due at the time current bills are generated, a termination notice will be sent to your address and an $8.00 fee will be added to your account. At this point all charges (including current charges) are due to avoid termination of your service. Should full payment not be received as directed on the letter, your service will be disconnected. Should service be disconnected, a $75.00 disconnect fee will be added to your account. An additional $25.00 deposit will be required after service disconnection. Full payment will be required to restore service, payable by money order or cashier's check only. A $25.00 charge will be assessed on all checks returned by the bank.

NW HC MUD No. 10 has contracted Best Trash to provide trash collection services. If you have any questions about trash services please call Best Trash customer service line at 281-313-2378.

The District's operator is EDP (Environmental Development Partners). You can contact them at **832-467-1599**. Emergencies are responded to 24 hours a day. Billing questions and non-emergency calls are taken Monday through Friday 8AM to 5PM. Please do not hesitate to call with any questions, concerns, or service problems. We are here to help.

Environmental Development Partners
WATER UTILITY SERVICES
832-467-1599
FAX: 832-467-1610

APPLICATION FOR RESIDENTIAL UTILITY SERVICE

NAME OF DISTRICT: **NW Harris County MUD #10** DATE: _____

ADDRESS FOR SERVICE REQUEST	STREET ADDRESS			CITY ZIP	
NAME OF RESIDENT			TELEPHONE		
Date to Begin Water Service					
BILLING ADDRESS	INDICATE IF SAME AS ABOVE				
RENT OR OWN HOME? (CIRCLE ANSWER)	RENT/OWN (Must provide the lease/ settlement statement)	EMAIL ADDRESS			
EMPLOYMENT	COMPANY TELEPHONE		ADDRESS		
PREVIOUS ADDRESS					
DRIVERS LICENSE	ST	NUMBER/		Must provide copy photo ID/License	
FEES (FOR DISTRICT USE ONLY)		DEPOSIT $100.00 Owner $150.00 Tenant	APPLICATION FEE $40.00	FEES PAID $	DATE

IS IRRIGATION SYSTEM INSTALLED? _____POOL / SPA?_____

- APPLICANT IS REQUIRED TO SIGN A CUSTOMER SERVICE AGREEMENT TO RECEIVE SERVICE.
- APPLICANT MUST SUBMIT FULL PAYMENT FOR ALL FEES AND DEPOSIT WITH APPLICATION.

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 ESTABLISHMENT. A COPY OF THE DISTRICTS RATE ORDER IS AVAILABLE UPON REQUEST.

DATE: _____ SIGNATURE: _____

PRINTED NAME:_____.

EXHIBIT "A"

NORTHWEST HARRIS COUNTY MUNICIPAL UTILITY DISTRICT NO. 10
RETAIL SERVICE AGREEMENT

I. PURPOSE. Northwest Harris County Municipal Utility District No. 10 (the "District") is responsible for protecting the drinking water supply from contamination or pollution which could result from improper system construction or configuration on the retail 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. The District enforces these restrictions to ensure the public health and welfare. Each retail customer must sign this agreement before the District will begin service. In addition, when service to an existing retail connection has been suspended or terminated, the District will not re-establish service unless it has a signed copy of this agreement.

II. RESTRICTIONS. The following unacceptable 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.

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 air-gap 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, or such other minimum standard as may be established by the EPA or TCEQ, 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 percent lead, or such other minimum standard as may be established by the EPA or TCEQ, 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 the District and the undersigned (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 potential contamination hazards. These inspections shall be conducted by the District or its designated agent prior to initiating new 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 the District's normal business hours.

C. The 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 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 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 agreement shall be billed to the Customer.

_____
CUSTOMER'S SIGNATURE

DATE: _____

Name: _____
Address: _____
_____
Telephone No.: _____