PECAN GROVE MUNICIPAL UTILITY DISTRICT

P.O. Box 1149
Richmond, Texas 77406-1149
281-238-5000

Dear New Customer:

Welcome to the Pecan Grove Municipal Utility District. 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 $125.00 owner / $125.00 tenant security deposit and a non-refundable $30.00 application fee. The deposit, application fees, 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 – 6,000 gallons	$12.00
6,001 – 10,000 gallons	$1.00 per thousand gallons
10,001 – 15,000 gallons	$2.00 per thousand gallons
15,001 – 20,000 gallons	$2.50 per thousand gallons
20,001 – 30,000 gallons	$3.00 per thousand gallons
30,001 gallons or more	$3.50 per thousand gallons

In addition to the above rates, there is a Surface Water Conversion Fee added. The rate is $1.50 per each 1,000 gallons of water used each month.

Sewer service is additional and billed at a flat rate of $28.19 per month, subject to change. Trash collection fees are included in the sewer rate.

Your due date is the 28th of each month. A 10% 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 60 days past due at the time current bills are generated, a termination notice will be sent to your address. There will be a $10.00 fee for this notice. 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. A $25.00 charge will be assessed on all checks returned by the bank, for any reason. Should service be disconnected, a $75.00 disconnect fee will be added to your account. An additional $100.00 deposit may be required after service disconnection. Full payment will be required to restore service, payable by money order or cashier's check only.

Pecan Grove M.U.D. has contracted Waste Corporation of America (WCA) to provide trash collection services. Trash pick-up is on Monday and Thursday. If you have any questions about trash services please call the customer service line at 281-368-8397.

The District's operator is Environmental Development Partners (EDP). You can contact them at **281-238-5000**. You can also visit the Pecan Grove MUD Web Site at www.pecangrovemud.com. Emergencies are responded to 24 hours a day. Billing questions and non-emergency calls are taken Monday through Friday 8AM to 4PM (closed 1PM to 2PM for lunch). You can email your non-emergency questions or comments to customerservice@pecangrovemud.com. Please do not hesitate to call with any questions, concerns, or service problems. We are here to help!

Payments should be mailed to:

Pecan Grove M.U.D.
P.O. Box 1149
Richmond, Texas 77406

Payments can also be dropped off at:

2035 FM 359, Suite K
Richmond, Texas 77406
(Behind Snap Fitness)

Pecan Grove Municipal Utility District
Payment Options

You may pay via credit/debit/prepaid card or eCheck,
American Express, Discover, MasterCard and Visa are accepted.

Listed below are our available payment options for your convenience:

- **Online Customer Portal:** Customers can create an account by visiting www.edpwater.com and following the instructions below. Make individual or automatic payments online for a $1.00 fee, when paying by eCheck from a bank account or a 3% fee when paying by credit or debit card.

  How to create an account:
  1. Go to www.edpwater.com
  2. Click on Pay Your Bill, select your water District's name: Pecan Grove MUD
  3. Click on PAY ONLINE NOW
  4. Click on Sign up now
  5. Follow online instructions beginning with your security code (located on the water bill)

- **Live Agent Assisted Payments:** Call our office during normal business hours.

- **By Mail:** Enclose payment stub with your check or money order in the return envelope provided. Please allow ample time to ensure delivery before the due date. Mail your payment, addressed to Pecan Grove MUD, P.O. Box 1149, Richmond, TX 77406-1149.

- **In Person:** Our office location is 2035 FM 359, Suite K, Richmond, TX 77406.

- **Night Drop Box:** Our office location has a drop box slot on the side window. Please insert a check or money order, along with the payment stub, in the return envelope. Our payment processing department will post the payment the following business day.

- **Online Bill Pay Through Your Financial Institution:** Payments can be made via your at-home internet service. Please allow 7-10 business days, prior to the due date, for the payment to be received.

For more information or assistance with registration,
Call the Pecan Grove Customer Service Office at 281-238-5000

Monday – Friday, 8:00am to 4:00pm
(Lunch Hours 1:00pm – 2:00pm)

Single-Stream Recycling Guide

Save and Post!

You can now place all recyclables in one bin!

Opened mail & greeting cards

Paper egg cartons

Paperboard boxes

#1-7 Plastic tubs & screw-top jars (no lids, no #7 PLA compostables, do not flatten)

#1-7 Plastic bottles & jugs (no lids, no #7 PLA compostables, do not flatten)

File folders

Blueprints

Cans (do not crush or flatten)

Magazines, brochures & catalogs

White or pastel office paper

NO

- plastic bags
- plastic lids & caps
- windows
- glass
- scrap metal
- Tyvek® envelopes
- plastic 6-pack holders
- needles or syringes
- paper ream wrappers
- plastic microwave trays
- frozen food, ice cream or frozen juice containers
- mirrors, ceramics or Pyrex®
- light bulbs, plates or vases
- drinking glasses, window glass
- hazardous or bio-hazardous waste
- plastics other than those listed
- tissues, paper towels, napkins
- waxed paper or waxed cardboard
- Styrofoam® or paper to-go containers

Newspapers & inserts (no bags)

Phone Books

Clean, balled aluminum foil (2" or larger) and pie pans

Loose metal jar lids & steel bottle caps

Corrugated cardboard & paper bags

Paper milk/ juice cartons (no foil pouches, do not flatten)

No need to remove: paper clips, stamps, address labels, staples, tape, wire, metal fasteners, rubber bands, spiral bindings, plastic tabs.

Please flatten all cardboard boxes.

Empty and rinse all containers. Do not flatten containers.

Please follow these guidelines carefully.

Paper-back books

Empty aerosol cans (no caps)

plastic bags

Styrofoam® & paper to-go boxes & cups

plastic caps

For questions or more information, please call Pecan Grove Customer Service Office at (281) 238-5000.

WCA

www.wcawaste.com

PECAN GROVE MUD

WATER UTILITY SERVICES
281-238-5000

RESIDENTIAL
APPLICATION FOR UTILITY SERVICE

NAME OF DISTRICT: **Pecan Grove M.U.D.** DATE: _____

ADDRESS FOR SERVICE REQUEST	STREET ADDRESS			Richmond 77406	
NAME OF RESIDENT		TELEPHONE			
E-MAIL ADDRESS					
MOVE IN DATE					
BILLING ADDRESS	INDICATE IF SAME AS ABOVE				
RENT OR OWN HOME? (CIRCLE ANSWER)	RENT	OWN (May be required to show proof of ownership or rental agreement)	MANAGEMENT COMPANY		
EMPLOYMENT	COMPANY TELEPHONE	ADDRESS			
PREVIOUS ADDRESS					
DRIVERS LICENSE	STATE	NUMBER		TAX ID # (MANAGEMENT COMPANY)	
FEES (FOR DISTRICT USE ONLY)		DEPOSIT $125.00 - Owner $125.00 - Renter	APPLICATION FEE $30.00	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: _____

PLEASE MAKE CHECK OR MONEY ORDER PAYABLE TO: PECAN GROVE M.U.D.

P.O. Box 1149 Richmond, Texas 77406-1149 281-238-5000
customerservice@pecangrovemud.com
www.pecangrovemud.com

PECAN GROVE MUNICIPAL UTILITY DISTRICT

SERVICE AGREEMENT

I. PURPOSE. Pecan Grove M.U.D. is responsible for protecting the drinking water supply from contamination or pollution which could result from improper private water distribution system construction or configuration. The purpose of this service agreement is to notify each customer of the restrictions which are in place to provide this protection. The utility enforces these restrictions to ensure the public health and welfare. Each customer must sign this agreement before the Pecan Grove M.U.D. will begin service. In addition, when service to an existing connection has been suspended or terminated, the water system 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 .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 Pecan Grove M.U.D. (the Water System) and _____ (the Customer).

A. The Water System will maintain a copy of this agreement as long as the Customer and/or the premises are 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 Water System 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 the Water System's normal business hours.

C. The Water System 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 re-inspection.

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 Water System. Copies of all testing and maintenance records shall be provided to the Water System.

IV. ENFORCEMENT. If the Customer fails to comply with the terms of the Service Agreement, the Water System 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: _____

ADDRESS: _____