

# MONTGOMERY COUNTY UTILITY DISTRICT NO. 2

19500 SH 249, Suite 210, Houston, Texas 77070  
Phone Number (281) 897-9100

Welcome to your Water District, Montgomery County Utility District No. 2, “The District.” The District is a governmental entity established by Texas law to provide water and sewer service to local areas. It is governed by a Board of Directors that are elected by qualified voters within The District. The District is responsible for providing water and sewer services to the area within the boundaries of The District but has no authority over streets, roads, police or fire protection services.

Should you have questions regarding The District functions or operations, you are invited to attend the Board of Directors meetings, which are normally held at 9:00 A.M. on the fourth Friday of each month at the Montgomery County Central Library, 104 I-45 North, Conroe, Texas 77301. Please contact the District’s Operator, Regional Water Corporation, at (281) 897-9100 to confirm the meeting time since meetings are rescheduled from time to time.

You may request water and sewer services for your residence or establishment by contacting The District’s Operator, Regional Water Corporation, 19500 SH 249, Suite 210, Houston, Texas 77070 at (281) 897-9100. Please allow one business day to set up water service.

A summary of The District’s Residential Water and Sewer Rates is shown below for your information

<b>RATE SCHEDULE SUMMARY</b>	
Residential Water Use – 1 <sup>st</sup> 5,000 gallons	\$ 17.00
Over 5,000 and up to 20,000 gallons	\$ 1.15 per 1,000 gallons
Over 20,000 and up to 40,000 gallons	\$ 1.20 per 1,000 gallons
Over 40,000 and up to 70,000 gallons	\$ 1.25 per 1,000 gallons
Over 70,000 gallons	\$ 1.35 per 1,000 gallons
Residential Sewer Use – 1 <sup>st</sup> 5,000 gallons	\$ 10.00
Over 5,000 and up to 20,000 gallons	\$ 0.10 per 1,000 gallons
LONESTAR FEE – Surface Water Conversion	\$0.07 per 1,000 gallons
SJRA WATER FEE - Surface Water Conversion	\$0.84 per 1,000 gallons
<b>Minimum Bill (based on 5,000 gallons)</b>	<b>\$ 31.55</b>
Transfer Fee	\$ 25.00
Returned Check Fee	\$ 25.00
Reconnect Fee (if service terminated)	\$ 50.00
Late Charge	10%
Delinquent Account Notice	\$ 10.00
Security Deposit	\$ 75.00

As a provider of public drinking water and municipal wastewater treatment services, The District must comply with strict Federal, State, and Local rules and regulations designed to protect public health and our environment.

The District requires completion and submission of the attached **Service Agreement** before the district will begin service.

Additionally, The District is required by State law to have a properly completed and signed **Service Inspection Certification** and/or **Backflow Prevention Assembly Test and Maintenance Report** on file for any new plumbing construction or where an unacceptable plumbing condition exists. The District's Operator, Regional Water Corporation, must complete these certifications in accordance with the guidelines adopted by The District

The following brief explanation is provided for your use.

### **SERVICE AGREEMENT**

The purpose of the Service Agreement is to notify each customer of the plumbing restrictions, which are enforced to protect the health and welfare of the customer.

The Service Agreement must be completed and returned to the District's Operator, Regional Water Corporation, before the district will begin service.

### **SERVICE INSPECION CERTIFICATION**

Customer may be require to complete a service inspection certification if there is a reason to believe that a cross-connection or other unacceptable plumbing practice exists on the Customer's plumbing.

The service inspection certification must be completed by The District's Operator, Regional Water Corporation. Please contact Regional Water Corporation at (281) 897-9100 to schedule an inspection.

### **BACKFLOW PREVENTION ASSEMBLY TEST AND MAINTENANCE REPORT**

Backflow prevention devices must be installed at any locations where there is a potential for contamination of the Customer's drinking water plumbing or The District's water system, in accordance with the guidelines adopted by The District or applicable laws and regulations.

If a cross-connection between The District's water system and a potential source of contamination is discovered, such cross-connection must be isolated from The District's water system by a containment air gap or a mechanical backflow prevention device which must be tested upon installation

Additionally, if a “high health hazard” potential exists in your plumbing system, it must be protected by an appropriate backflow prevention device and must be inspected annually. The TCEQ defines “high health hazard” as cross-connection, potential cross-connection or other situation involving any substance that could cause death, illness, spread of disease, or has a high probability of causing such effects if introduced into the potable drinking water supply.

The backflow prevention assembly test must be completed by The District’s Operator, Regional Water Corporation. Please contact Regional Water Corporation at (281) 897-9100 to schedule an inspection.

**MONTGOMERY COUNTY UD No. 2**  
**CUSTOMER SERVICE AGREEMENT**

**SECTION I. PURPOSE.** Montgomery County Utility District No. 2 (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 RESTIRCTIONS.** 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 Utility District No. 2 (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 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.

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.

CUSTOMER'S SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

**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 \_\_\_\_\_

## **MONTGOMERY COUNTY UD NO. 2 ELECTRONIC PAYMENT OPTIONS ARE AVAILABLE**

Your water bill can now be paid using one of the following automated payment options:

### **» VIA CREDIT CARD**

- Log on to secure website to pay water bill via credit card by logging onto: <http://www.paymyutilitybill.com>
- Enter 15 digit account number exactly as it is printed on your water bill and enter amount to be paid
- Website will validate the District Name and will ask if you want to make payment to Montgomery County UD No. 2.
- Confirm that the “District Name” and “Payment Amount” is correct and you will be prompted to enter your Visa or MasterCard credit card and billing information. Click “Complete Payment” button and payment is processed
- You will receive a confirmation receipt that contains a unique confirmation number once payment is processed and accepted.  
Please note that a confirmation number will not be given for declined transactions.
- Customer pays 5% per transactions to the internet service provider.\*  
(Example: \$60.00 water bill x 5% transaction fee = \$63.00 charge to credit card).

### **» CHECK BY PHONE**

- Contact Compass Bank Telephone Payment Center  
Phone: (713) 881-0675  
Hours: 9:00 am – 4:00 pm CST; Monday through Friday excluding bank holidays
- Customer must provide District Name, entire 15 digit account number, amount to be paid and banking information.
- Customer will be given confirmation number to verify authorization of the transaction and will be mailed a written notification within 3 business days of the transaction.
- Customer pays \$3.95 per transaction to the service provider.\*  
(Example: \$60.00 water bill x 5% transaction fee = \$63.00 charge to payment).

### **» AUTOMATIC BANK DRAFT**

- Customer contacts the District’s Operator, Regional Water Corporation, 281-897-9100, for authorization form.
- Customer completes the authorization form, and returns the authorization form with a canceled check to Compass Bank.
- It takes approximately two months before the Direct Payment Plan begins.
- PLEASE continue to make payments until your water bill is marked “Bank Draft.”
- Customer pays \$1.00 per transaction to the service provider.\*  
Example: \$60.00 water bill + \$1.00 transaction fee = \$61.00 payment).

### **» DIRECT PAYMENT PLAN**

- Customer initiates on-line check payment through their internet bill payment provider.

- Customer provides the bill payment provider the District Name, 15 digit account number, settlement date, and payment amount.
- Customer pays \$1.00 per transaction to the service provider.\*  
Example: \$60.00 water bill + \$1.00 transaction fee = \$61.00 payment).

Electronic payments options will be reported to the operating company, Regional Water Corporation, no later than 9:00 am on the following business day, excluding holidays. Please contact Regional Water regarding your electronic payment questions at (281) 897-9100.

**\* Transaction fee amounts are set and paid by the customer directly to the service provider. Montgomery County MUD No. 2 and/or Regional Water Corporation does not receive any portion of the transaction fee amount paid by the customer to the service provider.**

Customers can continue to pay their water bill by mailing their payment to:

Montgomery County UD No. 2  
P.O. Box 690406  
Houston, TX 77269-0406

OR

Customers can continue to pay their water bill in person between the hours of 8:00 am – 4:30 pm;  
Monday – Friday:

Regional Water Corporation  
19500 SH 249, Suite 210  
Houston, TX 77070