

# EMERALD FOREST UD

12841 Jones Rd, Ste 120, Houston, Texas 77070

Phone Number (281) 897-9100

[www.regionalwater.net](http://www.regionalwater.net)

Welcome to your Water District, Emerald Forest Utility District, “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 on the second Monday and fourth Thursday of each month. 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, 12841 Jones Rd, Ste 120, 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.

## **RATE SCHEDULE SUMMARY**

Residential Water Use – 1 <sup>st</sup> 6,000 gallons	\$ 17.00 minimum
Over 6,000 and up to 10,000 gallons	\$ 2.75 per 1,000 gallons
Over 10,000 and up to 15,000 gallons	\$ 3.25 per 1,000 gallons
Over 15,000 and up to 25,000 gallons	\$ 3.75 per 1,000 gallons
Over 25,000 gallons	\$ 4.25 per 1,000 gallons
Residential Sewer Use – 1 <sup>st</sup> 6,000 gallons	\$ 22.00 minimum
Over 6,000 gallons	\$ 3.75 per 1,000 gallons
NHCRWA – Surface Water Conversion	\$3.19 per 1,000 gallons
<b>Minimum Bill</b>	<b>\$ 33.00</b>
Transfer Fee	\$ 25.00 (paid prior to service)
Returned Check Fee	\$ 25.00
Reconnect Fee (if service terminated)	\$ 50.00 + \$ 50.00 (additional deposit)
Late Charge	10%
Delinquent Account Notice	\$ 10.00
Security Deposit	\$250.00 paid prior to service (\$100.00 with proof of ownership)

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** to our office prior to the connecting your 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 our office prior to the connecting water service to avoid termination of service.

### **SERVICE INSPECTION 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.

## **SWIMMING POOL INSPECTION AND FEE**

Customers who plan to construct or install a swimming pool within the District must contact the District’s operator, Regional Water Corporation, to schedule an inspection of swimming pool plumbing lines in accordance with the District’s Rules and Regulations. The User shall also pay an inspection fee of \$50.00.

**EMERALD FOREST UTILITY DISTRICT**  
**SERVICE AGREEMENT**

**I. PURPOSE.** Emerald Forest Utility District (the “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 the 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 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 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 a weighted average of 0.25 percent 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 Emerald Forest Utility District (the “District”) and \_\_\_\_\_ (the “Customer”).

- A. The District will maintain a copy of this agreement as long as 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 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.

**IV. ENFORCEMENT.** If 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 Customer.

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]

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

[NOTARY SEAL]

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

## EMERALD FOREST UTILITY DISTRICT ELECTRONIC PAYMENT OPTIONS

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 Emerald Forest Utility District.
- Confirm that the “District Name” and “Payment Amount” is correct and you will be prompted to enter your Discover, MasterCard or VISA 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 noted 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 + \$3.95 transaction fee = \$63.95 charge to payment).

### » WESTERN UNION CONVENIENCE PAY

- Customer can pay water bill at select HEB, Kroger or other Western Union Convenience pay locations. Cash, check and money order are accepted forms of payment at these locations
- Western Union Convenience pay locations can only accept payment using the properly formatted 15 digit account number water bill coupon.
- You must have the payment coupon present when paying at select HEB, Kroger or other Western Union Convenience pay locations. (Coupon is attached with water bill.)
- Customer is issued a receipt for payment which contains store location, Western Union employee name, customer’s 15 digit account number, date paid and amount paid
- Customer pays (\$1.00 per transaction fee to 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, within 48 hours, 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. Emerald Forest Utility District 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:

Emerald Forest Utility District  
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 – 4:00 pm;  
Monday – Friday:

Regional Water Corporation  
12841 Jones Rd, Ste 120  
Houston, TX 77070