



Fort Bend County Municipal Utility District 218

P.O. Box 4824
Houston, Texas 77210-4824
832-490-1600
832-490-1502 fax
www.sienv.com

Dear Valued Customer:

Welcome to the Fort Bend County Municipal Utility District 218. The following information is provided to assist you in becoming familiar with the District's policies as they relate to your water and sewer service. The Board of Directors for Fort Bend County Municipal Utility District 218 has selected Si Environmental, LLC to be the operator of your District's water system.

Si Environmental, LLC takes great pride in our vision and experience to ensure all of your water utility service needs are met with enthusiasm and pride. Our goal is to ensure we provide the highest level of satisfaction in the industry. We invite you to visit our website after the first Billing Cycle where you will be able to create an online account, view your billing history, payment history and pay your bill using your credit card (Visa, MasterCard, Amex or Discover) or electronic check. We provide an online experience that is absolutely secure and convenient.

The District's operator is Si Environmental, LLC. 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.

Customer Care - 832-490-1600 24/7 Emergency Repair: 832-490-1601

PAYMENT OPTIONS

- **Pay-By-Phone**
 - Visa/MasterCard/Discover/American Express (3% Convenience Fee*)
 - Posts next business day
 - Electronic Check (\$1.00 transaction fee*)
 - Posts to account next business day

- **Online Website (Payments www.sienv.com)**
 - Visa/MasterCard/Discover/American Express (3% Convenience Fee*)
 - Posts next business day
 - Electronic Check (\$1.00 transaction fee*)
 - Posts to account next business day

- **Text to Pay (Payment via your mobile device)**
 - Visa/MasterCard/Discover/American Express (3% Convenience Fee*)
 - Posts next business day
 - Electronic Check (\$1.00 transaction fee*)
 - Posts to account next business day

- **Monthly Auto-Draft**
 - Visa/MasterCard/Discover/American Express (3% Convenience Fee*)
 - Electronic Check (\$1.00 transaction fee*)
 - Posts automatically to account on due date

- **All Walmart Locations (Check-Free)**
 - Standard processing (delivered in (3) business days) - \$.88*
 - Next Day processing (delivered within (1) business day) - \$1.88*

- **Western Union (Quickpay) (various HEB, Kroger and Fiesta stores)**
 - \$1.50 Transaction Fee*
 - Posts to account within (2-3) business days

* These charges are third party transaction charges that are not associated or collected by your Municipal Utility District or Si Environmental, LLC.



Si Environmental, LLC.

- **Online Bill-Pay (through your banking institution)**
 - Please be sure to include your complete 10-digit account number when setting up Online Bill-Pay through your banking institution.
 - Please be advised that Online Bill-Pay through your banking institution generally involves your bank utilizing a third party company to create a paper check that is sent to the specified remittance address. Your Municipal Utility District nor Si Environmental, LLC. will have any control over the check creation and the mailing process for this banking institution service.
 - Remittance address:
PO Box 4824
Houston, TX 77210-4824
 - All payments received are processed within (1) business day of receipt by Si Environmental, LLC.

- **MUD Lockbox (Checks sent via the United States Postal Service)**
 - Remittance address:
PO Box 4824
Houston, TX 77210-4824
 - All payments received are processed immediately upon receipt by Si Environmental, LLC.

- **Operator's Drop Box**
 - **6420 Reading Road**
Rosenberg TX 77471
 - **NO CASH ACCEPTED (Cashier's or Personal Checks and Money Orders only)**
 - All payments received are processed immediately upon receipt by Si Environmental, LLC.



Application for Residential Utility Service

Name of District: _____ Date: _____

Service Address: _____
Street City State Zip

Name of Resident: _____ Phone: _____

Water Service Effective Date: _____

Billing Address: _____
Street City State Zip

Rent or Own Property: (Circle Answer) Rent Own
(Provide Lease) (Provide Ownership Statement)

Employment: _____
Company Phone Address

Previous Address: _____
Street City State Zip

Drivers License: _____ (Must provide copy of photo ID/License)
State Number

Is Irrigation/ Sprinkler System Installed? _____ Pool/ Spa? _____

- Applicant is required to sign a Customer Service Agreement in order to receive service.

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 District's Rate Order is available upon request.

Date: _____ Signature: _____

Printed Name: _____

How to Read Your Bill

#1 – Amount Due Before the Account Is Late

#2 – Date the Payment Must Be Received Before Account Is Past Due

#3 – Penalty and Amount That Must Be Paid After the Due Date

#4 – Customer Account Number / Service Address

#5 – Remit To Address

#6 – Billing Period

#7 – Date Billing Statement Is Generated

#8 – Meter Reading Description: Date, Reads and Gallons Used

#9 – Service Rates and Cost for Consumption

#10 – Total Balance Owed

#11 – Historic Usage History

#12 – District's Bill Message

#13 – District Operator's Contact Information

<p>MAKE CHECK PAYABLE TO: HARRIS COUNTY WCID 96 PO BOX 4824 HOUSTON TX 77210</p> <p>5</p>	<p>SERVICE ADDRESS 1234 MAIN STREET</p> <p>SERVICE PERIOD FROM: 01/17/15 6 TO: 02/18/15</p>	<p>ACCOUNT NUMBER ELB 90245-XXXX-XX</p> <p>BILLING DATE 7 02/19/15</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>DESCRIPTION</th> <th>AMOUNT</th> </tr> </thead> <tbody> <tr> <td>BALANCE FORWARD</td> <td>60.68</td> </tr> <tr> <td>PAYMENT 02/11</td> <td>-60.68</td> </tr> <tr> <td>9 WATER</td> <td>26.66</td> </tr> <tr> <td>SEWER</td> <td>20.66</td> </tr> <tr> <td>VOLUNTARY FIRE</td> <td>3.00</td> </tr> <tr> <td>THIS MONTH</td> <td>50.32</td> </tr> </tbody> </table>	DESCRIPTION	AMOUNT	BALANCE FORWARD	60.68	PAYMENT 02/11	-60.68	9 WATER	26.66	SEWER	20.66	VOLUNTARY FIRE	3.00	THIS MONTH	50.32				
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Pay your bill at www.sienv.com

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Si Environmental LLC **13**
www.sienv.com
832-490-1800 Customer Care
832-490-1601 24/7 Emergency
1-877-382-7414 Toll Free

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Water Conservation Tips

- Learn how to use your water meter to check leaks.
- Turn off water while washing your hair and save up to 150 gallons a month.
- Teach children how to turn off faucets tightly after each use.
- Know where your master shut-off valve is located. Were a pipe to burst, this could save gallons.

HARRIS COUNTY WCID 96

P.O. BOX 4824
HOUSTON, TX 77210-4824
832-490-1600 **2**

1 50.32 03/08/2015 57.41

ON OR BEFORE DUE DATE DUE DATE AFTER DUE DATE

DOE, JOHN & JANE
1234 MAIN STREET
HUMBLE TX 77396-4242

HARRIS COUNTY WCID 96 **4**
PO BOX 4824
HOUSTON TX 77210-4824

90245245161030000000574100000503200000503203

SiEnviro
Si Environmental, LLC

"A CUSTOMER IS THE MOST IMPORTANT PERSON IN OUR BUSINESS"