

Dear Valued Customer:

Welcome to the Pecan Grove Municipal Utility District. 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 Pecan Grove Municipal Utility District 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 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 where you can 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 convenient and secure for our community.

The district requires a \$125.00 security deposit and a non-refundable \$30.00 application fee. Your deposit, application fees, completed application, and your signed customer service agreement will be required to set up service. Deposits are refunded to you when your account is closed and paid in full.

Water, Sewer and Surface Water is provided at the following rates (Subject to Change without Notice)

Water Rate	Per 1,000 Gallons	Sewer Rate	
\$12.00 Flat rate	0-6,000 Gallons	\$29.71	Flat Rate
\$1.00 Per thousand gallons	6,001-10,000 Gallons	Trash Service included in the sewer rate	
\$2.00 Per thousand gallons	10,001-15,000 Gallons		
\$2.50 Per thousand gallons	15,001-20,000 Gallons		
\$3.00 Per thousand gallons	20,001-30,000 Gallons	Surface Water Rate	
\$3.50 Per thousand gallons	30,001 Gallons & Above	\$1.50	Per 1,000 Gallons

Your due date is the 28th of each month. A 10% penalty of unpaid current bill will be assessed if payment received after the due date.

If your account is past due, you are subject to termination of service. In the event a delinquent letter is generated, a \$10 fee will be added to your account. At this point, all charges including current billing is due to avoid termination of water service. Should full payment not be received as directed by the letter, your service will be disconnected. A \$25 charge will be assessed on all checks returned by your banking institution. Should service be disconnected, a \$75 disconnection fee will be added to your account. An additional deposit may be required after service disconnection. Full payment will be required to restore water service, payable by money order or cashier’s check only.

Pecan Grove M.U.D. has contracted Waste Corporation of America (WCA) for provide trash collection services. Trash pickup will be on Monday and Thursday. If you have any questions about trash services, please call 281-368-8397.

PAYMENT OPTIONS

- **District's Payment Location & Night Drop Box**
 - 751 Pitts Road, Richmond TX 77406
 - **NO CASH ACCEPTED (Cashier's or Personal Checks & Money Orders)**
 - Payments received are processed during business hours

- **Payments By Mail (Checks sent via the United States Postal Service)**
 - Remittance address:
751 Pitts Road, Richmond TX 77406
 - Payments are received during business days/hours and processed upon receipt

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

- **Online Bill Pay Through Your Financial 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:
751 Pitts Road, Richmond TX 77406
 - All payments received are processed within (1) business day of receipt

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

(*) These charges are third party transaction charges that are not associated or collected by Si Environmental, LLC. or your water utility district.

Application for Residential Utility Service

Service Address: _____
Street City State Zip

Name of Resident: _____

Phone: _____ Email: _____

Water Service Effective Date: _____

Billing Address: _____
Street City State Zip

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

Employment: _____
Company Phone Address

Previous Address: _____
Street City State Zip

Driver's 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 within the District's Rate Order may result in fines, penalties and a delay or denial of water service establishment. A copy of the District's Rate Order is available upon request or posted to the District's website.

Signature: _____

Date: _____

Customer Service Agreement

Printed Name: _____

Service Address: _____
Street City State Zip

I. PURPOSE

The Water System is responsible for protecting the drinking water supply from contamination or pollution, which could result from improper plumbing practices. The purpose of this Customer Service agreement is to notify each customer of the plumbing 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 Water System will begin service. In addition, when the 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. PLUMBING RESTRICTIONS

The following unacceptable plumbing practices are prohibited by State regulations:

- 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.
- No cross-connection between 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.
- No connection of which allows water to be returned to the public drinking water is permitted.
- No pipe or pipe fitting which contains more than 0.25% lead may be used for the installation or repair of plumbing at any connection which provides water for human use.
- No solder or flux, which contains more than 0.2% lead, can be used for installation or repair of plumbing at any connection which provides water for human use.

III. CUSTOMER SERVICE AGREEMENT

The following are the terms of the Customer Service Agreement between the Water System and _____ (the “customer”)

- The Water System will maintain a copy of the Agreement as long as the Customer and/or the premise are connected to the water system.

- Customer shall allow their property to be inspected for possible cross-connection and other unacceptable plumbing practices. These inspections will 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 unacceptable plumbing practices exist; or after any major changes to the private plumbing facilities. The inspections shall be conducted during the Water System’s normal business hours.
- The Water System shall notify the Customer in writing of any cross-connection or unacceptable plumbing practice, which has been identified during the initial inspection or the periodic re-inspection.
- The Customer shall immediately correct any unacceptable plumbing on these premises.
- The Customer shall, at their 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.

You may make a request that your customer billing and personal information be disclosed. If you wish for the information associated with your water district account to be disclosed, please check the box below:

I approve the disclosure of my billing, utility usage, and personal information by representatives of my utility district.

IV. ENFORCEMENT

If the Customer fails to comply with the terms of the Customer Service Agreement, the Water System shall, at its option, terminate service or properly install test, and maintain an appropriate backflow prevention device at the service connection. Any expenses associated with enforcement of this Agreement shall be billed to the customer.

Signed by: _____

Printed Name: _____

Date: _____