



Willowpoint Municipal Utility District

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

Dear Valued Customer:

Welcome to the Willowpoint 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 Willowpoint 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 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 or Discover) or electronic check. We provide an online experience that is absolutely secure and convenient. If you wish to be set up on automatic bank draft, please complete the attached form and mail it to:

Si Environmental, LLC
6420 Reading Road
Rosenberg, TX 77471

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.

- **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

MAKE CHECK PAYABLE TO: HARRIS COUNTY WCID 96 PO BOX 4824 HOUSTON TX 77210		SERVICE ADDRESS 1234 MAIN STREET		ACCOUNT NUMBER ELB 90245-XXXX-XX															
8 Readings and Consumption <table border="1"> <thead> <tr> <th>Meter No.</th> <th>Read Date</th> <th>Type</th> </tr> </thead> <tbody> <tr> <td>5320VWV</td> <td>02/03/15</td> <td>W-GI.9</td> </tr> <tr> <th>Current</th> <th>Prior</th> <th>Usage</th> <th>Type</th> </tr> <tr> <td>15.3</td> <td>11.5</td> <td>3.8</td> <td>W</td> </tr> </tbody> </table>		Meter No.	Read Date	Type	5320VWV	02/03/15	W-GI.9	Current	Prior	Usage	Type	15.3	11.5	3.8	W	6 SERVICE PERIOD FROM 01/17/15 TO 02/18/15		7 BILLING DATE 02/19/15	
Meter No.	Read Date	Type																	
5320VWV	02/03/15	W-GI.9																	
Current	Prior	Usage	Type																
15.3	11.5	3.8	W																
11 TOTAL GALLONS 		9 DESCRIPTION		AMOUNT															
		BALANCE FORWARD		60.68															
		PAYMENT 02/11		-60.68															
		WATER		26.66															
		SEWER		20.66															
		VOLUNTARY FIRE		3.00															
		THIS MONTH		50.32															
		TOTAL NOW DUE		10 50.32															
		PENALTY AMOUNT		3 7.09															
		PAY THIS AMOUNT AFTER		03/08/2015															
				57.41															

DOE, JOHN & JANE **MESSAGES** Pay your bill at www.sienv.com

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.

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

355 AVR, Inc.

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

IF YOUR MAILING ADDRESS HAS CHANGED PLEASE CORRECT
PLEASE RETURN BOTTOM PORTION WITH PAYMENT

Account Number ELB 90245-XXXX-XX
 Service Address 1234 MAIN STREET
 Electronic Box# 4824

AMOUNT PAID

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"