

## Windcress Municipal Utility District

P.O. Box 4824  
Houston, Texas 77210-4824  
832-490-1600  
832-490-1502 fax  
[www.sienviro.com](http://www.sienviro.com)

Dear Valued Customer:

Welcome to the Windcress 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 Windcress 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, Amex, MasterCard, or Discover) or electronic check.

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

6420 Reading Road, Rosenberg, TX 77471  
Main: 832-490-1500 | Fax: 832-490-1501  
[www.sienviro.com](http://www.sienviro.com)

*"The Customer is the Most Important Person in our Business"*

## 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.sienviro.com](http://www.sienviro.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\*)
  - Posts next business day
- Electronic Check (\$1.00 transaction fee\*)
  - Posts to account next business day

### ☉ All Walmart Locations (Check-Free)

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

### ☉ 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.

6420 Reading Road, Rosenberg, TX 77471  
Main: 832-490-1500 | Fax: 832-490-1501  
[www.sienviro.com](http://www.sienviro.com)

*"The Customer is the Most Important Person in our Business"*

- **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)**
  - PO BOX 4824  
Houston, TX 77210-4824
- All payments received are processed within (1) business day of 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 within (1) business day of receipt by Si Environmental, LLC.

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

6420 Reading Road, Rosenberg, TX 77471  
Main: 832-490-1500 | Fax: 832-490-1501  
[www.sienviro.com](http://www.sienviro.com)

*"The Customer is the Most Important Person in our Business"*



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: \_\_\_\_\_

6420 Reading Road, Rosenberg, TX 77471  
Main: 832-490-1500 | Fax: 832-490-1501  
[www.sienviro.com](http://www.sienviro.com)

*"The Customer is the Most Important Person in our Business"*

# 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

<b>MAKE CHECK PAYABLE TO:</b> HARRIS COUNTY WCID 96 PO BOX 4824 HOUSTON TX 77210		<b>SERVICE ADDRESS</b> 1234 MAIN STREET		<b>ACCOUNT NUMBER</b> ELB 90245-XXXX-XX																			
<b>8 Readings and Consumption</b> <table border="1"> <tr> <th>Meter No.</th> <th>Read Date</th> <th>Type</th> </tr> <tr> <td>5320VWV</td> <td>02/03/15</td> <td>W-61.9</td> </tr> <tr> <th>Current</th> <th>Prior</th> <th>Usage</th> </tr> <tr> <td>15.3</td> <td>11.5</td> <td>3.8</td> </tr> <tr> <th>Type</th> <th colspan="2"></th> </tr> <tr> <td>W</td> <td colspan="2"></td> </tr> </table>		Meter No.	Read Date	Type	5320VWV	02/03/15	W-61.9	Current	Prior	Usage	15.3	11.5	3.8	Type			W			<b>6 SERVICE PERIOD</b> FROM 01/17/15 TO 02/18/15		<b>7 BILLING DATE</b> 02/19/15	
Meter No.	Read Date	Type																					
5320VWV	02/03/15	W-61.9																					
Current	Prior	Usage																					
15.3	11.5	3.8																					
Type																							
W																							
		<b>11 TOTAL GALLONS</b> 		<table border="1"> <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>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><b>THIS MONTH</b></td> <td><b>50.32</b></td> </tr> </tbody> </table>		DESCRIPTION	AMOUNT	BALANCE FORWARD	60.68	PAYMENT 02/11	-60.68	WATER	26.66	SEWER	20.66	VOLUNTARY FIRE	3.00	<b>THIS MONTH</b>	<b>50.32</b>				
DESCRIPTION	AMOUNT																						
BALANCE FORWARD	60.68																						
PAYMENT 02/11	-60.68																						
WATER	26.66																						
SEWER	20.66																						
VOLUNTARY FIRE	3.00																						
<b>THIS MONTH</b>	<b>50.32</b>																						
		<b>10 TOTAL NOW DUE</b> 50.32		<b>3 PAY THIS AMOUNT AFTER</b> 03/08/2015 57.41																			
DOE, JOHN & JANE		<b>MESSAGES</b>		Pay your bill at <a href="http://www.sienv.com">www.sienv.com</a>																			
Si Environmental LLC www.sienv.com 832-490-1800 Customer Care 832-490-1601 24/7 Emergency 1-877-382-7414 Toll Free		<b>13 Water Conservation Tips</b> 1. Learn how to use your water meter to check leaks. 2. Turn off water while washing your hair and save up to 150 gallons a month. 3. Teach children how to turn off faucets tightly after each use. 4. 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				IF YOUR MAILING ADDRESS HAS CHANGED PLEASE CORRECT <b>PLEASE RETURN BOTTOM PORTION WITH PAYMENT</b>																			
<table border="1"> <tr> <td><b>1</b> 50.32</td> <td>03/08/2015</td> <td>57.41</td> </tr> <tr> <td>ON OR BEFORE DUE DATE</td> <td>DUE DATE</td> <td>AFTER DUE DATE</td> </tr> </table>		<b>1</b> 50.32	03/08/2015	57.41	ON OR BEFORE DUE DATE	DUE DATE	AFTER DUE DATE	Account Number ELB 90245-XXXX-XX Service Address 1234 MAIN STREET Electronic Box# 4824		<b>AMOUNT PAID</b> [Empty box]													
<b>1</b> 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 PO BOX 4824 HOUSTON TX 77210-4824																					
90245245161030000000574100000503200000503203																							

**SiEnviro**  
Si Environmental, LLC

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