Si Environmental, LLC

Twinwood Municipal Utility District 1

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

Dear Valued Customer:

Welcome to the Twinwood Municipal Utility District 1. 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 Twinwood Municipal Utility District 1 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. We provide an online experience that is secure and convenient.

Si Environmental, LLC

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)
  - 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

6420 Reading Road, Rosenberg, TX 77471
Main: 832-490-1500 | Fax: 832-490-1501
www.sienviro.com

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

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

- **<u>Online Bill-Pay</u> (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.

- **<u>MUD Lockbox</u> (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.

- **<u>Operator's Drop Box</u>**
  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.

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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 (Provide Lease) Own (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:** _____

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How to Read Your Bill

#1 – District and Remittance Address

#2 – Billing Period

#3 – Date Billing Statement Is Generated

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

#5 – Historic Usage History

#6 – Service Rates and Cost for Consumption

#7 – Total Balance Owed

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

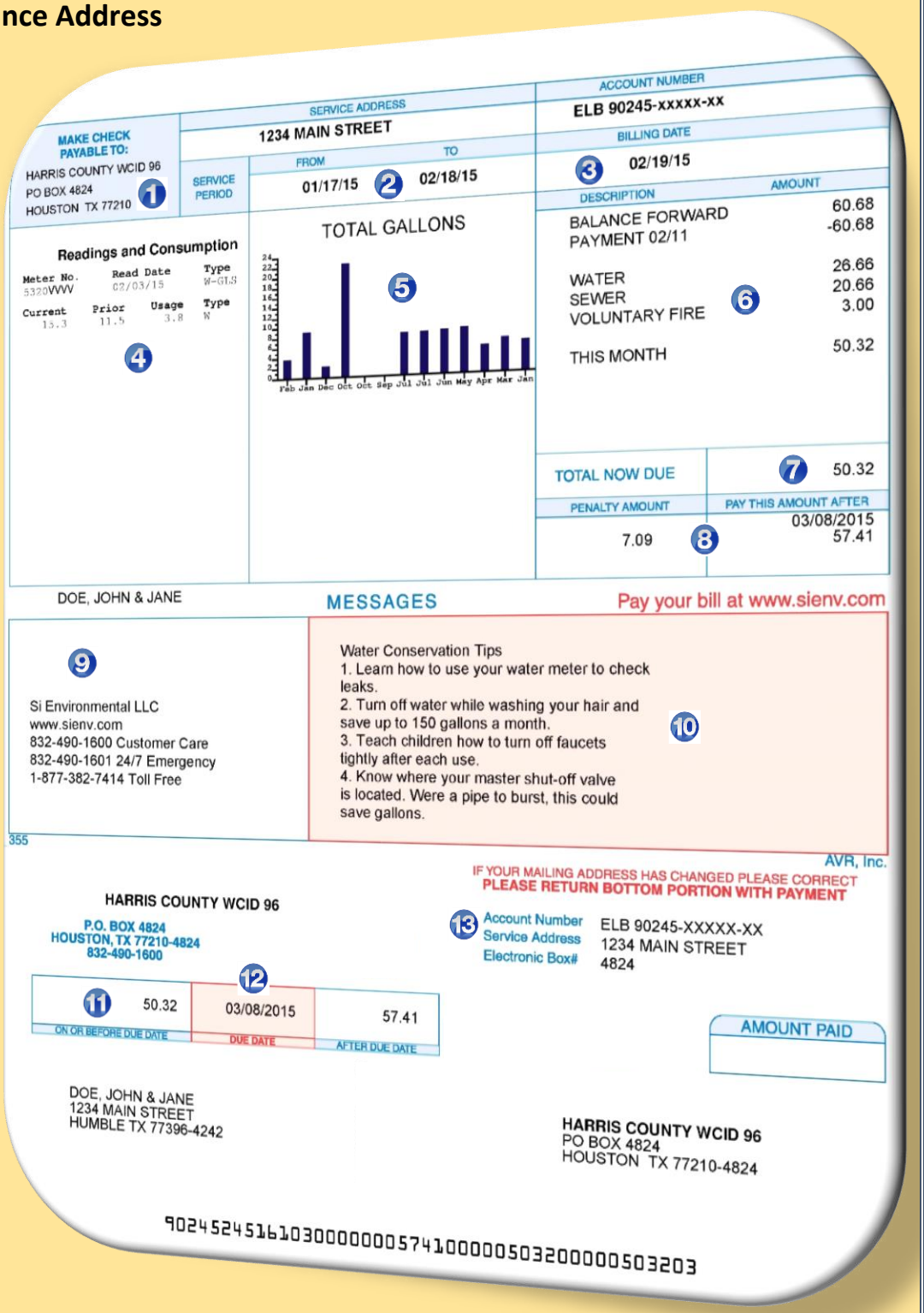
#9 – District Operator's Contact Information

#10 – District's Bill Message

#11 – Amount Due Before the Account Is Late

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

#13– Customer Account Number / Service Address



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