

## FREQUENTLY ASKED QUESTIONS

1. What should I do if I think there is a leak?
2. What do I do if I have sinkholes or if the ground is sinking in my yard?
3. Who maintains the streets, and who should I call if there is a problem with a street?
4. Who maintains the storm sewers?
5. Who maintains the street lights?
6. Who owns and maintains the water plants?
7. Where do I find ideas to reduce my water bill?
8. How does Chimney Hill Municipal Utility District “treat” the water I drink?
9. Why does Chimney Hill Municipal Utility District care about water conservation?
10. If the district provides water service to a new business, who pays for the connection expense?
11. Where does my sewer go?
12. Why do I pay more for sewer when I use more water?
13. What do I do if I have a sewer back up?
14. Do you read meters every month?
15. How do I know my water is safe?
16. How much fluoride is in water?
17. Are our fire hydrants maintained?
18. How do I read and understand my bill?
19. How are my taxes assessed?
20. What are my taxes paying for?
21. What if I feel my taxes are too high?

**1. Question: What should I do if I think there is a leak?**

**Answer:** Your response should be based on where the possible leak is located and your degree of comfort with evaluating a leak. Always remember, when in doubt, call Water District Management at 281-376-8802.

*The following are a few scenarios that you may be exposed to regarding a possible water leak.*

*1. You may notice a part of your lawn is remaining wetter than the rest of your lawn and will not dry out, there could possibly be a leak.*

*2. You may notice a stream of water coming out of the ground. In some cases, the water will wash the dark color from the dirt and leave a sandy looking soil in the area where the water is coming out of the ground. This is most likely a water leak.*

*3. You may notice water gushing from the ground. This is usually a water leak. We state usually because in some cases swimming pool drain lines or backwash lines discharge water in a way that appears to be a water leak, but this is rarely the case. In the scenarios 1 & 2 listed above, there could be one of the following type of leaks:*

*\*A leak on the District’s service line If the apparent leak is within 15 feet of the street, between the street curb and meter box, or in the street, it could be a District Service Line. Contact your water department at 281-376-8802.*

*\*A leak on the customer’s service line If there is a leak between the meter box and your home, it is most likely to be the Customer’s Service Line. If you can see your water meter, you will see a registering pointer (similar to a time clock minute hand). Make sure all water is off in the home. If the pointer moves, this means that the water is discharging the pipe at some point after the meter. However, in some cases the water main may be located closer to the home than the meter box. If in doubt, contact your water department at 281-376-8802.*

*\*A broken water main If at any time you see water gushing out of the street, or ground and you are not absolutely sure it is not a water leak, notify your water department immediately at 281-376-8802.*

**2. Question: What do I do if I have sinkholes or if the ground is sinking in my yard?**

**Answer:** Numerous things may cause Sinkholes or ground sinking in your yard. Please call us to report the sinkhole giving the address and location of the sinkhole or depression. We will assess the problem and advise you either in person, by door tag, or by telephone of what needs to be done.

**3. Question: Who maintains the streets, and who should I call if there is a problem with the street?**

**Answer:** Problems or questions related to the streets should be directed to 281-376-8802.



**4. Question: Who maintains the storm sewers?**

Answer: Problems or questions related to the storm sewers or street drainage should be directed to [281-376-8802](tel:281-376-8802).

**5. Question: Who maintains the street lights?**

Answer: The street lights are maintained by Reliant Energy/HL&P. Therefore, problems or questions related to the street lights should be directed to Reliant Energy/HL&P at 713-207-7777. Please note that the street light pole number will be necessary to properly address the location in need of repair.

**6. Question: Who owns and maintains the water plants?**

Answer: We retain Water District Management Company for all operations of the water and sewer system.

**7. Question: Where do I find ideas to reduce my water bill?**

Answer: Your water bill may be reduced using several techniques. Links on this site go to several water related web sites with multiple ideas you may use to reduce usage and the 'bill'.



**8. Question: How does Water District Management “treat” the water I drink?**

Answer: Your water is currently provided by either a District owned well, or purchased from the City of Houston. The water from the well is pure and drinkable as it comes from the well according to our constant testing. The water provided from the City of Houston is drinking water quality at the time of purchase. However, for safety and protection due to the transportation of the water through water lines to your house, we add chlorine at a very low level to disinfect the water as it is transported and stored.

**9. Question: Why does Water District Management care about water conservation?**

Answer: WDM cares about water conservation for many reasons. “Water is our most precious resource” is the motto of one water agency in Texas. The water in our aquifer is limited. As is noted in numerous articles in the newspaper, we are being mandated to conserve water and to convert to surface water (more renewable) in a very short time. Conservation results in reduced cost to the consumer, not using up natural water resources and looking to the future

when water resources in Texas may be even more limited than today.

**10. Question: If the district provides water service to a new business, who pays for the connection expense?**

Answer: Who pays for new or extended services in the District? The user of that new service.

**11. Question: Where does my sewer go?**

Answer: The sewer discharges into the collection system and then to the wastewater treatment plant for processing. The water and solids are separated throughout the treatment process, the solids are disposed of at a Texas Commission on Environmental Quality (TCEQ) registered location and the treated effluent is returned to the environment.

**12. Question: Why do I pay more for sewer when I use more water?**

Answer: To cover the cost of operating the wastewater facility and the collection system. The infrastructure is approaching 30 years in operation. Consequently, failure of this aging system results in elevating repair & maintenance cost.

**13. Question: What do I do if I have a sewer back up?**

Answer: First determine if the sewer backup is isolated to one location within your home such as a toilet, sink, tub, or if the backup is throughout the entire home. If it is determined that it is throughout the entire home, then you should call your operating company at 281-376-8802. The operator will investigate the situation at no cost and advise you of our findings.

**14. Question: Do you read meters every month?**

Answer: Yes, we read meters every month. The meters are typically read during the third week of every month (weather permitting and depending on how the calendar falls).

**15. Question: How do I know my water is safe?**

Answer: The TCEQ (Texas Commission on Environmental Quality) has assessed and determined that our water is safe to drink. Our water meets all state and federal standards.

**16. Question: How much fluoride is in water?**

Answer: There is 0.4 ppm (parts per million) of fluoride in your water. The maximum amount allowed by the EPA is 4.0 ppm. See the 2004 Drinking Water Report for more information

**17. Question: Are our fire hydrants maintained?**

Answer: Your District’s fire hydrants are inspected and flushed every six months. This includes flow testing, replacing missing or damaged parts, confirming that blue reflectors are appropriately in place, repairing and painting as necessary.

**18. Question: How do I read and understand my bill?!"**

Various MUD’s have different billing structures - see the “Your District” page of the [wdmtexas.com](http://wdmtexas.com) web site for specific contact information.

**19. How are my taxes assessed?**

Harris County Appraisal District appraises property and certifies tax roll. The Board of Directors, with the help of their financial advisor.

**20. What are my taxes paying for?**

Water and sewer services/lines

**21. What if I feel my taxes are too high?**

Taxpayers should take a proactive stance to protest their values annually through Harris County Appraisal District.



## Definitions

**District Water Main** – The water pipe that transports water from the water plant throughout the neighborhood. This network of piping is referred to as the distribution system.

**District Water Service Line** – The water pipe that transports water from the water main to the meter. In almost all residential connections this is a 1” line. This line is usually made of copper tubing or plastic tubing.

**Customer Water Service Line** – The water pipe that transports water from the meter to the house or business. This line is usually made of PVC or galvanized metal.

**District Sewer Main** – The sewer line in which provides for the transport of waste from the collection system to the wastewater treatment plant.

**Customer Sewer Line** – The sewer line which transports the waste discharged from homes and businesses to the district sewer main.

**Texas Commission on Environmental Quality (TCEQ)** – The state agency which supervises the operation of utility districts within the state of Texas. Always remember, if at any time you feel you need assistance from your water/sewer department, you may contact Water District Management at 281-376-8802.