



Post Wood POLICIES & PROCEDURES

MUNICIPAL
UTILITY
DISTRICT

H₂O

This report explains many of the District's rules and regulations covered in the Post Wood MUD's Rate Order. A complete copy of the Rate Order may be reviewed at the operator's office during normal business hours or during monthly Board meetings in the District. The Rate Order is updated periodically by the Board of Directors. All information in this report is current as of January 2010.

WHAT IS A WATER DISTRICT?

Water Districts are local political subdivisions of the state, governed by a Board of Directors. Water Districts derive their authority from the state legislature. They are also governed by the U.S. Environmental Protection Agency (EPA), the Texas Commission on Environmental Quality (TCEQ), and the Department of Homeland Security. Water Districts must comply with the state's Open Meetings Act and the Open Records Act.

WHAT IS POST WOOD MUD?

Post Wood Municipal Utility District (PW MUD) (the District), established in 1973, includes the subdivisions of Post Wood, PW Green, PW Glen, PW Oaks, and Sunbury Estates. Also in the District are five churches and two shopping centers on the north side of Treaschwig Road.



Post Wood MUD's water system is recognized by the TCEQ as a Superior Water System. The District has met or exceeded all state and federal guidelines in regards to quality of water and operating procedures. So when you see the "Superior" signs in the District, remember that your water system meets or exceeds the highest standards set by the state.

BOARD OF DIRECTORS

The District is managed by a five-person Board of Directors elected by registered voters in the community. Directors serve four-year staggered terms with either two or three positions up for election in even numbered years during May. When there is no opposition, elections may be cancelled.

POST WOOD MUD MEETINGS

Regular monthly board meetings are held in the District at 6018 Knotty Post Lane, (entrance in the rear, 6007 Treaschwig Road) at 7:00 p.m., the 2nd Thursday of each month. From time to time meeting dates may change or additional meetings may be scheduled. Meeting agendas are posted at 6018 Knotty Post Ln. 72 hours prior to any meeting. All meetings are open to the public, and residents are welcome to attend.

GRANTING INGRESS AND EGRESS

Every customer upon receiving service from the District automatically grants the District ingress and egress to and from the meter, house clean-out, and any and all water and sewer lines for such maintenance and repair as the District, in its judgement, may deem necessary. Customers are responsible for keeping meters and manholes on their property free from debris, soil, and plants.

AD VALOREM TAXES

Property owners pay MUD taxes, called ad valorem taxes, each year based on the value of their property set by Harris County Appraisal District (HCAD). Your account can be viewed at www.hcad.org.

These taxes are allocated to pay for major repairs and the bonds that financed the water and sewer infrastructure of the District. This includes all the many miles of water and sewer lines, two water tanks, three pressure tanks, a well and various other equipment that insures that you receive good clean water each time you turn on your faucet.

MAINTENANCE TAX

A maintenance tax is also assessed to defer some of the expenses for maintenance and repair of the water and sewer systems. The District is now over 35 years old and like everything, facilities have aged to the point where more repairs are needed each year. A new dual fuel generator was purchased in 2008 to insure that water can be supplied to the community during a power outage, such as during Hurricane Ike.

PAYING YOUR TAXES

Information about your MUD taxes may be obtained at www.taxtech.net or call 281.499.1223. Property owners will be able to pay their taxes by credit card at the above website starting in 2010.

Harris County and Spring ISD tax information may be obtained at www.hcad.org. Just enter your name or your address to view information on your account.

TAXES



WATER RATES

Water rates are calculated on a minimum charge for basic services plus escalating steps for water usage over 3,000 gallons. The rate structure ensures that all customers pay an equitable amount for the water they use. The rates are also designed to encourage water conservation.

NHCRWA

NHCRWA (North Harris County Regional Water Authority) is mandated with bringing surface water to north Harris County. Their fees are based on the amount of water you use.

SEWER RATES

Sewer rates for residential customers include trash and recycling services. Commercial rates do not include trash service. **The water and sewer rates may be adjusted from time to time by the Board of Directors. Current water and sewer rates may be viewed at www.wdmtexas.com.**

ONLINE BILL PAYMENT

Post Wood MUD customers may:

- Pay their bill online
- View their account
- Check their water usage for current & past months



Just go to: www.wdmtexas.com

then: "Districts Served"

then: "Post Wood MUD"

SET UP YOUR ACCOUNT AND SIGN IN

Welcome . . .

please sign in to access your account

User ID

Password

LOGIN

WATER QUALITY

Extensive testing is regularly conducted on the water. Post Wood MUD's water has always met or exceeded all state and federal standards. A comprehensive report on the quality of the water you drink is sent to all residents every July and can be viewed at www.wdmtexas.com.

WATER FLUORIDATION

The District's well water naturally contains 0.2 parts per million fluoride. Since October 1995, additional fluoride has been added to the water to provide ideal tooth decay protection. Please inform your dentist that your tap water has an average level of 0.7 to 1.0 parts per million (ppm) fluoride.



READING YOUR METER

Your water bill is based on the amount of water that is used as recorded on the meter in front of each house in a black plastic or concrete box in the ground. The sample meter face, shown below, is located on the meter, possibly under a cover.

There are usually two meters in each box, yours and your neighbor's. Your water usage is recorded by the number of thousand gallons used. The meter is read on or about the 18th of each month.

Some meters will display increments of less than a thousand but bills reflect each full thousand gallons used.

If you think you have a water leak, first make sure all of the water is turned off in your house. Next, look at the leak detector - the small triangle on the face of the meter as shown above. If the triangle is moving, then there is water flowing somewhere in your house or at an outdoor faucet. Often, if you do not see a faucet dripping it is your toilet that has a leak.

Don't Clog YOUR Drains or the District's lines

DISPOSING OF FOGS - THE RIGHT WAY

When fats, oils and/or grease (FOGs) are poured down drains, wastewater pipes can become blocked. When pipes are blocked, wastewater (sewer) begins backing up and overflows through manholes and possibly into homes. This can be costly to the homeowners and the District.

Anyone disposing of any substance besides normal household waste into the sanitary sewer system should request a copy of the District's Wastewater Service Order.

Where does grease come from?

- Meat fats
- Cooking oil
- Dairy products
- Butter and margarine
- Sauces
- Food scraps
- Shortening / Lard



Grease - How to Dispose

- Put oil and grease in covered collection container to be discarded with your trash.
- Scrape food scraps from dishes into trash cans and garbage bags and dispose of properly.
- Remove oil and grease from dishes, pans, fryers, and griddles. Cool first before you skim, scrape, or wipe off excess grease before washing.
- Cover kitchen sinks with a catch basket and empty into the garbage as needed.
- Use environmentally friendly cleaning products.

Avoid using garbage disposals.

Besides putting food and grease items into the sewer system, they also use a lot of water.

MONTHLY BILL

Your water meter is read monthly and your bill is calculated on the water you use. Your water bill will be mailed to you on or before the first of the month and payment is due in full on the 18th of each month.

COMMERCIAL CUSTOMERS

Any building not residential is classified as commercial. Commercial rates are available upon request and at www.wdmtexas.com.

Mailing address
Each bill also comes with a self addressed envelope for easy return of your payment.

Due date
Payments are due on the 18th of the month. Any outstanding balance (past due) is due immediately.

Water usage this month

Usage history
This will show customers their 12 month water usage history. Obviously water usage goes up during the summer for outside watering. Each house on average use 5,000 gallons of water in the winter months and 9 to 10,000 gallons of water in the heat of summer.

Contact Information
The 24/7 phone # is always on the bill for your convenience.

Messages & Conservation tips
This is where messages are placed each month. They may be a well known conservation tip or an important communication from the District. Please take the time to read the information in this pink box each month. Thank you

Bar Code
Bar codes are used to ensure payments are credited to the right account.

Return top portion of bill with payment
Please return this top portion of your bill with your payment to ensure your payment is credited to your account.

Water charge
The base charge of \$12 pays for reading meters, services, and billing accounts plus up to 3,000 gallons of water. Customers pay for each additional 1,000 gallons of water. See Water Rates for price per each 1,000 gallons.

Sewer charge
Residential customers are charged a sewer fee \$23.85 that includes residential trash and recycling service. The remainder of the fee is for the cost of sewer treatment, maintenance and repair of sewer lines.

NHCRWA (North Harris County Regional Water Authority)
This is the fee the NHCRWA charges the District for the conversion to surface water. The fee is based on each 1,000 gallons of water a customer uses.

TCEQ (Texas Commission on Environmental Quality)
This is a regulatory assessment based on the total dollar amount. It is charged and sent to the State of Texas.

TOTAL DUE by the 18th
This is the total due for the current month.

PAST DUE? ANY AMOUNT OVER "THIS MONTH'S" TOTAL IS PAST DUE AND NEEDS TO BE PAID IMMEDIATELY

READ DATE (M)	PREV. READ	PREV. READ	TOTAL GALS.
04/17/04	500.0	498.0	2.0

DATE	USAGE	WATER GALS
03/17/04	2.0	
02/17/04	1.0	
01/17/04	1.0	
12/16/03	1.0	
11/16/03	5.0	
10/17/03	10.0	
09/16/03	13.0	
08/17/03	22.0	
07/17/03	23.0	
06/16/03	9.0	
05/17/03	9.0	
04/17/03	5.0	

DESCRIPTION	AMOUNT
WATER	12.00
SEWER	23.85
**NHCRWA	.72
**TCEQ	.18
THIS MONTH	38.75
TOTAL NOW DUE	38.75
PENALTY AMOUNT (REV THIS AMOUNT AFTER)	42.63
3.88	05/18/2004

609 MESSAGES

BILLING INQUIRIES:
MONDAY THRU FRIDAY
8:00 AM TO 5:00 PM
17707 OLD LOUETTA RD
24 HOUR NO. 281-376-8802

****NHCRWA COST TO CONVERT TO SURFACE WATER.**

A LATE FEE WILL BE ASSESSED IF PAYMENT IS NOT RECEIVED IN OUR OFFICE BY THE DUE DATE.

DO NOT SCALE LAWN MOWERS DURING HOT WEATHER. TALLER GRASS HOLDS MOISTURE BETTER. GRASS SHOULD BE CUT FAIRLY OFTEN, SO THAT ONLY 1/2 TO 3/4 INCH IS TRIMMED OFF. A BETTER LOOKING LAWN WILL RESULT.

PAST DUE!

If service to a customer is disconnected for any cause, a termination fee of \$60 will be assessed. Additionally, if a resident damages the water meter or tries to reconnect service himself, a \$100 fee will be assessed. If it becomes necessary for the operator to monitor the meter due to tampering, the

customer will be charged \$15 per day inspection fees. All penalties plus current and past due amounts must be paid in full by money order prior to service being reconnected.

ADDITIONAL DEPOSITS

If your service is disconnected you are required to pay either an additional security deposit of \$50 or an amount to bring your deposit to the current rate. You will be required to pay the greater of the two.

RETURN CHECK CHARGE

There will be a \$25 charge if payment is made by a check subsequently returned to the District due to insufficient funds.

DELINQUENT PAYMENTS

All accounts not paid by the due date are considered delinquent and will be assessed 10% interest. Failure to receive a bill or any late notice does not avoid or waive penalty charges.

DELINQUENT/DISCONNECT LETTERS

If payment is not received on time, a delinquent/disconnection letter will be sent. A \$10.00 service fee will be assessed the following month to cover the cost of sending the notice.

DISCONNECTION PENALTIES

Disconnecting services is time consuming and expensive. The penalties set forth are designed to discourage customers from intentionally or accidentally allowing their bills to become delinquent. These rates also keep the burden of paying for disconnection services on the customers who use them.

BACKFLOW — CROSS CONNECTION

Both terms mean water is flowing in the opposite direction than normal; this is called back siphoning, which can occur if there is a sudden loss of water pressure. In the wash tub and hose graphic, water could now be



siphoned out of the bucket into the hose, and then into all of Post Wood's



vacuum breaker

drinking water if there was a sudden loss of pressure in the District. If the bucket contained chemicals, pesticides, or any other material it could now be in yours and your neighbor's drinking water. The contaminated water could now be consumed, with deadly results.

In 2008-09, the District installed vacuum breakers at every hose bibb in Post Wood MUD where there was not an existing vacuum breaker.

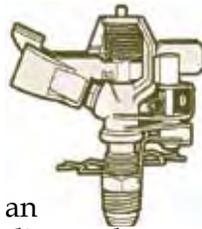
If you have a hose bibb without a vacuum breaker, please call the Operator, DM, 281.376.8802, and a new one will be installed free of charge.

ALL POOLS, SPAS AND IRRIGATION SYSTEMS MUST BE INSPECTED

Any pool, spa, or irrigation system that is going to be installed in the District must be inspected by the District's Operator, WDM. Please call, 281.376.8802, and make an appointment prior to installation.

IRRIGATION SYSTEMS

Texas, in 2009, passed extensive irrigation requirements for any newly installed system or one that is undergoing major repairs or alteration.

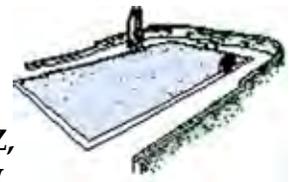


As before, irrigation systems must have an approved backflow device installed by a licensed installer. These devices must be inspected annually. Some of the additional regulations are designed conserve water.

A list of required Irrigation Requirements may be found on the Post Wood MUD web page at www.wdmtexas.com/districts/ds_postwood.htm.

SWIMMING POOLS

All pools, spas, and solar heating panels that are connected to a water line must have an **RPZ, reduced pressure zone backflow preventer, installed by a licensed plumber. The device must also be inspected annually.**



Water to fill or refill swimming pools must come from the customer's metered water line, not from fire hydrants or any other source. New pools must be inspected by the District's operator. The District reserves the right to inspect pools from time to time, as the Board deems necessary.

MAINTENANCE AND REPAIRS

It is the responsibility of each customer to maintain their water and sewer lines from the point of connection to the District's lines (main sewer line or your water meter). If repairs are needed and are not made, the District may at their discretion either:

- ❑ discontinue service until the repair is made or
- ❑ make repairs and back charge the customer

The District reserves the right to inspect any repair and regulate the quality of material and workmanship.

CALL BEFORE YOU DIG

Call Before You Dig is a free service that locates your underground utilities. Use this service any time you plan to excavate at your home or business. Call toll-free (800) DIG-TESS (344-8377). The State of Texas requires that anyone, including homeowners, must contact a notification center so that underground utilities can be marked before soil is disturbed at depth of 16 inches or more. This service is free of charge.



TRESCHWIG WASTEWATER TREATMENT PLANT

The District's sanitary sewer is transported to one of three lift stations and then pumped up hill to the sewer plant on Treaschwig Road.

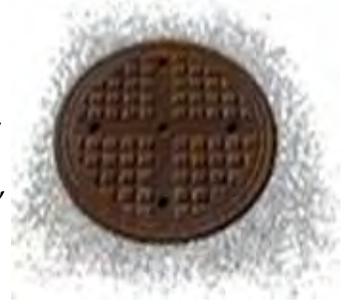
This is a jointly owned facility with three other water districts and Aldine ISD. Post Wood MUD owns 21.15 percent of the facility.

The water is cleaned, treated, and then released into Cypress Creek, cleaner than the receiving stream.

MANHOLES / SINK HOLES

If you have damaged in any way, please call the operator. Also, please report any unexplained sink holes in your yard.

The District will make necessary repairs if the sinkhole is caused by a District problem, disturbing your yard as little as possible.



STORM WATER FLOWS TO GALVESTON BAY

COMMUNITY'S DRAINAGE SYSTEM

The community has a good storm sewer system that enables rain water to flow from streets to adjacent gullies and creeks and eventually to Galveston Bay.

The storm sewer outlets are the openings in the curbs of the streets. All substances, including trash, that enter the system will eventually end up in water supplies for both recreation and public drinking.

HINDERING WATER FLOW

The storm system will not work if it becomes clogged. Clogged drains can contribute to flooding of our streets and community. **It is illegal to discard any debris, no matter how small, into the storm system. This includes lawn clippings and leaves.**

It's ILLEGAL AND It's NOT SMART

DON'T POLLUTE —

Putting any substance into the storm sewer, or allowing it to drain into the system, either intentionally or accidentally, is illegal. **This includes letting a substance (including oil) run down your driveway.** Polluting is punishable by county, state, and federal regulations.



UNUSED PHARMACEUTICALS

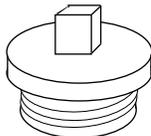
GO IN THE TRASH — NOT THE TOILET

Keep any type of medicine or over-the-counter drugs out of our waterways by NEVER putting them down the toilet. Dispose of them in the trash in a plastic bag.



HOUSE CLEAN OUTS

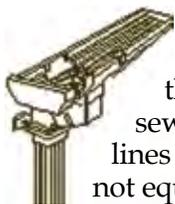
House clean outs are 3" or 4" PVC pipes, in the ground, usually outside a bathroom or kitchen. The clean out pipes must be covered with a properly fitting lid at all times to prevent rain water from entering the sanitary sewer system. If the cover is missing or a lawn mower cuts off the top square, please replace the lid immediately. Caps are available at most hardware stores for about \$3.00.



HOUSE & YARD DRAINS

At no time are residents permitted to tie their house or yard drains into the sanitary sewer system. This includes house drain lines or sewer manholes. The sewer plant is not equipped to handle the high flow from rain.

Your drainage system needs to be channeled to the street where the rain water will eventually flow into the county's storm drains, then into the creek, and eventually to Galveston Bay.



TRASH AND RECYCLING SERVICES

WASTE CONNECTIONS OF TEXAS

Waste Connections of Texas (WC) is employed by the District to pick up trash and recycling. The service fee is included in resident's sewer portion of their monthly water bill.



Trash is picked up from your curb each Tuesday.

Recycling will be picked up every other Friday.

Both services begin at 7 a.m.

WC supplies each house with two 95-gallon containers for use. One container is for trash and one is for recycling. These containers will be emptied automatically by WC trash trucks. **These containers must stay with the house.** If you need additional information about your trash or recycling service, you may call WC at 281.446.0239.

Construction material, tires, hazardous waste including motor oil cannot be picked up. Additional pickup can be arranged by calling WC at 281.446.0239.

RECYCLE; IT'S EASY - IT'S THE RIGHT THING TO DO!

Recycling has never been easier. Just put your recyclables in the 95-gallon green container and take it to the curb every other Friday. Most important, be sure to register your container at www.RecycleBank.com or call 1-866.563.0114 to set up your account so you can receive your reward points.

What can be recycled - all items must be clean:

- Plastic bottles, jugs and containers including dairy and frozen dishes (rinsed and cleaned first)
- Plastic bags (grocery and shopping)
- Bi-Metal (food cans) & Aluminum beverage cans
- Newspapers
- Office paper
- Stationery
- Junk mail
- Catalogs
- Cereal, and similar cardboard boxes
- Corrugated cardboard boxes (flattened)
- Telephone books
- Circulars
- Notebook paper
- Envelopes
- Magazines
- Sticky notes



What CAN NOT be recycled in your bin:

- **Pizza boxes** and any product with food on it
- **Styrofoam products** (to-go containers, etc.)
- **Paper milk cartons** (they have a waxy coating)
- **China or pottery** of any kind.

DON'T CONTAMINATE YOUR RECYCLING

Food, grease, dirt, and grass can contaminate recyclable materials. A camera videos the contents of containers while they are emptied.

The WC driver will reject your container if you have put non-recyclables in your green container.



COMMUNITY EVENTS

The District is a sponsor in the following activities and invites you to participate. Exact dates will be announced in your water bill.

Community Fall Festival - come for the fun and receive informative conservation materials and children's activity books.

Santa Parade - Santa and the Board Directors parade through the community with the help of the Spring VFD and the Precinct 4 Constables.

WATER SMART

Water Smart is a state wide initiative to encourage the "smart" use of water and discourage waste of our most valuable natural resource. The District has been recognized as a Water Smart Partner since the program's inception in 1999.



About 75% of the water used in a home is used in the bathroom, 11% in the kitchen, and 14% to wash clothes.

- ◆ Check all water connections for leaks. A slow leaking faucet can waste up to 170 gallons of water each day.
- ◆ Check for leaks in the underground pipe by turning off all faucets. Then look at your water meter. If it's running, you have a leak.
- ◆ Install a low-flow shower head that limits the flow to less than three gallons per minute. This can cut the water used in a shower in half and is the single most effective inside conservation step.
- ◆ A displacement device in your toilet tank can save up to 20 percent of the water being used. Place two one-quart plastic bottles weighted with stones and filled with water into the toilet tank. This reduces the amount of water in the tank and still leaves enough for flushing.
- ◆ Turning the water off while brushing your teeth can save about two gallons of water a day.
- ◆ Pond water in the sink for shaving instead of letting the water run.
- ◆ Install faucet aerators to reduce water consumption.
- ◆ A washing machine uses 32 to 59 gallons per cycle. When doing laundry, wash only when you have a full load or adjust the water level.



Replacing old toilets with new low flow toilets can save not only water but also money.

Savings	1 day	1 week	1 year
old toilet:	112 gallons	784 gallons	40,768 gal.
new 1.6 gal:	25 gallons	179 gallons	9,318 gal.
savings:	87 gallons	605 gallons	31,450 gal.
Dollars saved at \$3.00 per 1,000 gallons is \$94.35			
Based on a family of 4, flushing 4 times a day each.			

RECEIVE INFORMATION QUICKLY

Post Wood MUD, like Spring ISD, can now send messages quickly to your home, work or cell phone, and by email and text messages to keep you informed.

Messages include emergency notification, interruption of water service, changes in trash pickup, and other critical information.



Land lines have been automatically entered into the system. If you wish to be notified by your cell, by text, and/or emailed, just go to the Post Wood MUD web page and register up to three phone numbers, two email addresses and one text phone number.

Help us keep you informed.



SIGN UP NOW

go to ▼

WWW.WDMTEXAS.COM

go to ▼

DISTRICTS SERVED

go to ▼

POST WOOD MUD

REACHING THE DISTRICT

OPERATOR: WDM

WATER DISTRICT MANAGEMENT

17707 Old Louetta Road, Houston, 77070

P.O. Box 897, Spring, Texas 77383

BILLING & CONNECTIONS — 281.376.8802

8:00 a.m. to 4:45 p.m., Monday - Friday

EMERGENCY LEAKS & SEWER BACKUP

24 hours a day — 281.376.8802



BOARD of DIRECTORS

District meetings are held at 6007 Treaschwig Road

6018 Knotty Post Lane, Spring, 77373

Messages are picked up periodically at 281.443.8118; for quick response call the operator, WDM, 281.376.8802.