

## WELCOME TO HARRIS COUNTY MUD #11

When applying for water service in Harris County MUD #11 you will need to fill out the attached Application for Service and bring it in or overnight it to our office located at 17707 Old Louetta Rd., Houston, TX 77070 along with the following:

If you purchased the property:

- Proof of purchase ie: Closing Disclosure or Settlement Statement
- Picture ID
- A check or money order in the amount of \$160.00 (\$125.00 deposit + \$25.00 new service fee + \$10.00 customer service agreement fee) payable to Harris County MUD #11

If you are leasing the property:

- A copy of your Lease Agreement
- Picture ID
- A check or money order in the amount of \$285.00 (\$250.00 deposit + \$25.00 new service fee + \$10.00 customer service agreement fee) payable to Harris County MUD #11

- All of the aforementioned documentation must be received in order for service connection to take place.

- Service connection is a next business day service. Connection takes place Monday – Friday between the hours of 8:00 am – 5:00 pm.

We look forward to serving you. Should you ever need assistance please contact our office at 281-376-8802. Have a great day!

# HARRIS COUNTY MUD #11 APPLICATION FOR SERVICE

TODAY'S DATE: \_\_\_\_\_ REQUESTED SERVICE DATE: \_\_\_\_\_

RENT [ ] OWN [ ] PROPERTY MANAGEMENT [ ]

DOES THE HOME HAVE A POOL OR IRRIGATION SYSTEM? YES [ ] NO [ ]

APPLICANT NAME: \_\_\_\_\_  
LAST FIRST

CO-APPLICANT NAME: \_\_\_\_\_  
LAST FIRST

SERVICE ADDRESS: \_\_\_\_\_

BILLING ADDRESS \_\_\_\_\_

APPLICANT SOCIAL SECURITY # (last 4 digits): XXX-XX- ID/DL # \_\_\_\_\_

CO-APPLICANT SOCIAL SECURITY # (last 4 digits): XXX-XX- ID/DL # \_\_\_\_\_

HOME PHONE #: \_\_\_\_\_ WORK PHONE #: \_\_\_\_\_

CELL PHONE #: \_\_\_\_\_ ALT PHONE #: \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

PLACE OF EMPLOYMENT: \_\_\_\_\_

EMPLOYMENT ADDRESS: \_\_\_\_\_

## **PURCHASE/LEASE PROPERTY:**

MORTGAGE CO./LANDLORD NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

PHONE #: \_\_\_\_\_

I hereby certify that, my home, or the home under my care, will be prepared to have the water turned on, as requested, on the date of service noted above. All faucets, washer connections and outside faucets will be off. I understand that neither, Harris County MUD #11, or its management personnel are responsible for any damage(s) resulting from the fulfillment of my request.

Signature: \_\_\_\_\_

## **OFFICE USE ONLY:**

DEPOSIT AMOUNT: \$ \_\_\_\_\_ APPLICATION FEE AMOUNT: \$ \_\_\_\_\_ DATE COLLECTED: \_\_\_\_\_

ACCOUNT # \_\_\_\_\_ CHECK/ MONEY ORDER #: \_\_\_\_\_

SERVICE ORDER CREATED: \_\_\_\_\_ READING: \_\_\_\_\_

ENTERED IN COMPUTER: \_\_\_\_\_ DAYS BILLED: \_\_\_\_\_

**HARRIS COUNTY MUD #11  
SERVICE AGREEMENT**

The following are the terms of this Customer Service Agreement between Harris County Municipal Utility District No. 11 (the "District") and \_\_\_\_\_ (the "Customer"):

A. The District will maintain a copy of this Customer Service Agreement as long as the Customer and/or the premises is connected to the District.

B. The Customer shall allow his/her property to be inspected for possible cross-connections and other unacceptable plumbing practices. These inspections shall be conducted by the District or its designated agent prior to initiating new water service; when there is reason to believe that cross-connections or other unacceptable plumbing practices exist; or after any major changes to the private plumbing facilities. Inspections shall be conducted during the District's normal business hours.

C. The District shall notify the Customer in writing of any cross-connection or other unacceptable plumbing practices which have been identified during the initial inspection or the periodic reinspection.

D. The Customer shall immediately correct any unacceptable plumbing practice on his/her premises.

E. The Customer shall, at his expense, properly install, test, and maintain any backflow prevention device required by the District. Copies of all testing and maintenance records shall be provided to the District.

**SECTION IV.  
ENFORCEMENT.**

If the Customer fails to comply with the terms of this Service Agreement, the District shall, at its option, either terminate service or properly install, test, and maintain an appropriate backflow prevention device at the service connection. Any expenses associated with the enforcement of this Service Agreement shall be billed to the Customer.

NOTE: THE PURPOSE OF THE CUSTOMER SERVICE AGREEMENT IS TO NOTIFY CUSTOMERS OF THE PLUMBING RESTRICTIONS OF THE DISTRICT ADOPTED TO PROTECT THE DISTRICT'S WATER SUPPLY SYSTEM. INSPECTIONS CONDUCTED BY THE DISTRICT'S OPERATOR IN ACCORDANCE WITH THIS SERVICE AGREEMENT ARE FOR THE SOLE PURPOSE OF DISCOVERING AND ELIMINATING UNACCEPTABLE PLUMBING PRACTICES. THE DISTRICT OR THE DISTRICT'S OPERATOR MAKES NO REPRESENTATION AS TO THE ADEQUACY, QUALITY, OR FITNESS OF THE CUSTOMER'S PRIVATE PLUMBING FACILITIES.

Date: \_\_\_\_\_

Customer's Signature: \_\_\_\_\_

Customer's Name (printed): \_\_\_\_\_

Service Address: \_\_\_\_\_