

## WELCOME TO POST WOOD MUD

When applying for water service in Post Wood MUD you will need to complete the attached Application for Service and bring it in, drop off, mail via USPS or overnight to our office located at 17707 Old Louetta Rd., Houston, TX 77070. **\*\*Please note if you will be having a representative start service or drop off information on your behalf, said representative will need their valid photo ID, a copy of your photo ID along with a signed Letter of Authorization from you.\*\***

### If you purchased the property you will need to provide the following:

- Proof of purchase ie: fully executed Closing Disclosure or Settlement Statement.
- Or Proof of ownership ie: fully executed Deed (complete with receipt of recording). If you are listed as the owner of record on the respective Appraisal District's website we may be able to use that information for verification purposes.
- Valid photo ID ie: Driver's License, State issued photo ID or passport.
- A check or money order in the amount of \$325.00 (\$275.00 deposit + \$50.00 service fee) payable to Post Wood MUD.

### If you are leasing the property you will need to provide the following:

- A fully executed copy of your Lease Agreement
- Valid photo ID ie: Driver's License, State issued photo ID or passport.
- A check or money order in the amount of \$325.00 (\$275.00 deposit + \$50.00 service fee) payable to Post Wood MUD.

### If you purchased a commercial property you will need to provide the following:

- Proof of purchase ie: fully executed Closing Disclosure or Settlement Statement.
- Or Proof of ownership ie: fully executed Deed (complete with receipt of recording). If you are listed as the owner of record on the respective Appraisal District's website we may be able to use that information for verification purposes.
- Valid photo ID ie: Driver's License, State issued photo ID or passport.
- Please contact our office at 281-376-8802 for the deposit amount required. The deposit is payable by check or money order and will be made payable to Post Wood MUD.
- If the property was purchased in a company name, you will need to provide a W-9 along with proof of company ownership/partnership ie: fully executed and filed with the Secretary of States Office Articles of Incorporation, Articles of Formation, etc.

### If you are managing a property for the property owner you will need to provide the following:

- A fully executed Management Agreement.
- Valid photo ID ie: Driver's License, State issued photo ID or passport.
- A check or money order in the amount of \$325.00 (\$275.00 deposit + \$50.00 service fee) payable to Post Wood MUD.

- All of the aforementioned documentation must be received and fully executed (signed by all parties and filed/recorded with the proper entity) in order for service connection to take place.
- Emailed or incomplete information will not be processed.
- 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 need assistance please contact our office at 281-376-8802. Welcome and have a great day!

# Post Wood Municipal Utility District

*please print*

Date: \_\_\_\_\_ Date service to start: \_\_\_\_\_

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

Billing Address: \_\_\_\_\_

Your name,  
(person filling out this form): \_\_\_\_\_

Name/names to be on account: \_\_\_\_\_

Email address: \_\_\_\_\_

Home phone: \_\_\_\_\_

Spouse/Roommate name: \_\_\_\_\_

	Account Holder	Spouse / Roommate
Social Security #:	_____	_____
Driver's License #:	_____	_____
Place of employment:	_____	_____
Employment address:	_____	_____
Work phone #: <small>work phone # for emergency purposes</small>	_____	_____

Does this service address have:

**pool:**      yes    no                      **spa / Jacuzzi:**    yes    no  
**In-ground sprinkler system:**    yes    no                      **solar system:**    yes    no

*Notify this office if above information changes*

**Note:** *If mortgage information is not completed for service address the deposit for the account will be calculated as a leased property.*

**(one of the following sections must be completed)**

**Purchased Property**

Mortgage Co.: \_\_\_\_\_  
 address: \_\_\_\_\_  
 phone #: \_\_\_\_\_

**Leased Property**

Landlord's name: \_\_\_\_\_  
 address: \_\_\_\_\_  
 phone #: \_\_\_\_\_

Deposit amount: \$ _____	date collected: _____	money order check #: _____
Service account number _____		
<b>Received:</b> policy & procedure? _____	welcome pkg? _____	customer service agreement? _____

## EXHIBIT 4

### TO APPENDIX A

## CUSTOMER SERVICE AGREEMENT

Post Wood Municipal Utility District (the "District") is responsible for protecting its Water Supply System from contamination or pollution and for protecting the quality of the District's wastewater which is eventually discharged into Cypress Creek.

**SECTION I. PURPOSE.** The purpose of this Service Agreement is to notify and inform each customer of his or her responsibility for protecting the District's Water Supply and the District's Wastewater Collection Systems. These responsibilities are governed and enforced by both the District and State regulations. The District enforces these restrictions to ensure the public health and the welfare of the community. Each customer must sign this Customer Service Agreement before the District will begin service. In addition, when service to an existing connection has been suspended or terminated, the District will not re-establish service unless it has a signed copy of this Customer Service Agreement. 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.

**SECTION II. PLUMBING RESTRICTIONS.** Customers are responsible for inspecting and correcting any existing plumbing connections that are in violation of new regulations. The following unacceptable plumbing practices are prohibited by State regulations:

### **A. BACK FLOW AND CROSS CONNECTION REGULATIONS**

Lack of proper air gaps and back flow prevention devices can result in you, the customer, polluting the water supply of the entire community. This can occur under a variety of conditions where a sudden change of pressure creates a siphoning effect.

1. No direct connection between the District's Water Supply System and a potential source of contamination is permitted. Potential sources of contamination shall be isolated from the public water system by an air gap or an appropriate backflow prevention device. All outdoor hose bibs must have vacuum breakers installed.

Examples of potential sources of contamination:

- Submerging a hose of any kind into a container of any liquid.
- Submerging a hose in a radiator while filling or flushing antifreeze.
- Putting a hose in a container to add water in order to mix pesticides, fertilizers, fungicides, or any other substances, no matter how small a quantity.
- Attaching hoses to a yard sprayer.

These are a few examples of situations that mandate an air gap or appropriate backflow prevention device.

2. No connection which allows water to be returned to the District's Water Supply System is permitted.

Examples:

- Hoses shall never be submerged in a pool, pond, spa or any other source of liquid without the proper back flow prevention device.
- Underground sprinkler systems and pools must be fitted or retrofitted with an approved back flow prevention device. These must be approved by a certified inspector, and a copy of that inspection must be sent to the District's Operator.

3. No cross-connection between the District's Water Supply System and a private water system is permitted. These potential threats to the District's Water Supply System shall be eliminated at the service connection by the installation of an air gap or a reduced pressure-zone backflow prevention device.

## **B. NEW PLUMBING OR PLUMBING REPAIRS**

All new or remodeled plumbing, including pools and sprinkler systems, in the District must be inspected by a Licensed Plumber or Inspector certified by the Texas Natural Resource Conservation Commission. A copy of the certification must be sent to the District's Operator.

1. No pipe or pipe fitting which contains more than 0.25% lead may be used for the installation or repair of plumbing at any connection which provides water for human use.

2. No solder or flux which contains more than 0.2% lead can be used for the installation or repair of plumbing at any connection which provides water for human use.

**SECTION III. WASTEWATER.** Wastewater is anything and everything that goes down sinks, toilets, and outside house clean-outs. It is unlawful for individuals to tamper with any manholes, removing the lid or disposing of even water into the system.

## **A. SEWER LINES AND HOUSE CLEAN-OUTS**

Excessive amounts of water, either from rains or other sources, entering into the sanitary sewer lines can have serious ramifications at your sewer plant. Excessive flows have caused the 'plant to overflow its containment walls and discharge untreated sewerage into Cypress Creek.

1. Upon receiving water and sewer service, each customer automatically grants access to the District to inspect all sewer lines, manholes, clean outs, and meters, no matter where they are

located on the property. Manholes and meters must be kept free of debris, plantings, dirt, or any other items.

2. No opening in the District's Sanitary sewer Collection System, including house clean-outs, will be allowed to remain open (uncovered) overnight or during a rain event.
3. Yard drains and house drains under no circumstances are to be tied into any sewer line. These drains may only exit into the street to flow into the storm sewer system.

**B. TYPES OF WASTE THAT ARE REGULATED**

1. Grease: Thousands of dollars are spent in this District each year to unclog sewer lines because residents have disposed of grease, greasy food, rags and other such items in their sinks or toilets. Grease and greasy food are to be disposed of in the garbage (solid waste), not into the garbage disposal, sink, or toilet, which all empty into the sanitary sewer system.
2. Normal Household Waste: Common products used around the average home are only considered normal when used in the normal quantities used by the majority of people. Normal household waste does not include any chemicals such as pesticides, cleaning fluids and solutions, paint, and paint thinners.
3. Abnormal or Hobbyist or Small Business/Industrial Type Waste: It is the responsibility of any customer who is disposing of any substance, besides normal household waste, in normal quantities, to obtain and adhere to the District's Wastewater Service Order.

**SECTION IV. TERMS OF AGREEMENT.** The following are the terms of this Customer Service Agreement between **Post Wood Municipal Utility District** (the "District") and \_\_\_\_\_ (the "Customer")

**A. The Customer shall notify the District of any plumbing changes or new plumbing installations, including sprinkler systems and pools.**

**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 V. 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 RESTRICTIONS OF THE DISTRICT ADOPTED TO PROTECT THE DISTRICT'S WATER SUPPLY SYSTEM AND WASTEWATER COLLECTION 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.

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

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

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

Billing Address, if different: \_\_\_\_\_

\_\_\_\_\_