

# Welcome to Fort Bend MUD #58

24-hour Emergencies (281)290-6500

Customer Service / Billing Issues (281)290-6500

Welcome to Fort Bend MUD #58 (District). Whether you are a property owner or a tenant we are happy to have you as our customer. The District provides water and wastewater services to customers residing within the District's boundaries. Our District's Operator is Municipal District Services. Below are some contact numbers and basic information to assist you.



## Contact Municipal District Services at the following numbers:

|                                                                                   |                     |
|-----------------------------------------------------------------------------------|---------------------|
| <b>24-hour emergencies,</b><br>to report leaks or other service related issues:   | <b>281-290-6500</b> |
| <b>Customer service or billing issues,</b><br>8:30 to 4:30 Monday through Friday: | <b>281-290-6500</b> |

## Payment for water bills:

|                                                             |                                                                                                                                 |
|-------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|
| Water Bill payments are due:                                | 7 <sup>th</sup> of each month                                                                                                   |
| Payments may be made in the following ways:                 |                                                                                                                                 |
| • US Postal Service                                         | P.O. Box 3150,<br>Houston, TX 77253-3150                                                                                        |
| • On-line bill pay via your bank                            | Your bank's website                                                                                                             |
| ❖ Pay at Grocery Stores                                     | H.E.B. and Kroger via CheckFreePay                                                                                              |
| ❖ Pay by Credit or Debit Card                               | Visa, MasterCard, Discover Card are accepted<br>at 1-855-270-3592, or at <a href="http://www.mdswater.com">www.mdswater.com</a> |
| ❖ Pay by eCheck                                             | Call 1-855-270-3592 or go to <a href="http://www.mdswater.com">www.mdswater.com</a>                                             |
| ❖ Pay at Walmart                                            | Pay with cash or debit card at any Walmart location                                                                             |
| ❖ The 4 payment options above will charge a convenience fee |                                                                                                                                 |
| • Municipal District Services office at:                    | 406 W. Grand Parkway S. Suite 260<br>Katy, TX 77494                                                                             |
|                                                             | 16758 Telge Road<br>Cypress, TX 77429                                                                                           |

## Contact for Trash Service issues:

|                   |                     |
|-------------------|---------------------|
| <b>Best Trash</b> | <b>281-313-2378</b> |
|-------------------|---------------------|

## Contact for Tax Assessor:

|                                     |                                                                                  |
|-------------------------------------|----------------------------------------------------------------------------------|
| <b>Assessments of the Southwest</b> | <b>281-482-0216</b><br><b><a href="http://www.aswtax.com">www.aswtax.com</a></b> |
|-------------------------------------|----------------------------------------------------------------------------------|

### Easy Water Saving Tips Inside the Home:

- Wash only full loads of clothes and dishes
- Never leave water running while brushing your teeth
- Repair leaky fixtures such as faucets and toilets

### Easy Water Saving Tips Outside the Home:

- Water plants and yard only when necessary
- Never water or use sprinklers during the heat of the day
- If feasible, wash the vehicle on your lawn, not in the driveway where the runoff will be lost to the sewer

On behalf of the Board of Directors of Fort Bend MUD #58, we are pleased to welcome you as a customer, and look forward to serving you. Please feel free to call our District operator, Municipal District Services, with any questions.

## Fort Bend County MUD 58

### SERVICE AGREEMENT

#### I. PURPOSE

The District is responsible for protecting the drinking water supply from contamination or pollution which could result from improper plumbing practices. The purpose of this service agreement is to notify each customer of the plumbing restrictions which are in place to provide this protection. The utility enforces these restrictions to ensure the public health and welfare. Each customer must sign this agreement before the District will begin service. In addition, when service to an existing connection has been suspended or terminated, the water system will not re-establish service unless it has a signed copy of this agreement.

#### II. PLUMBING RESTRICTIONS PER STATE REGULATION

- A. No direct connection between the public drinking water supply and a potential source of contamination exists. Potential sources of contamination are isolated from the public water system by an air-gap or an appropriate back flow prevention assembly in accordance with Commission regulations.
- B. No cross-connection between the public drinking water supply and a private water system exists. Where an actual air gap is not maintained between the public water supply and a private water supply, an approved reduced pressure principle backflow prevention assembly is properly installed and a service agreement exists for annual inspection and testing by a certified backflow prevention assembly tester.
- C. No connection exists which would allow the return of water used for condensing, cooling or industrial processes back to the public water supply.
- D. No pipe or pipe fitting which contains more than 8.0% lead exists in private water distribution facilities installed on or after July 1, 1988 and prior to January 4, 2014.
- E. Plumbing installed after January 4, 2014, bears the expected labeling indicating  $\leq 0.25\%$  lead content. If not properly labeled, please provide written comment.
- F. No solder or flux which contains more than 0.2% lead exists in private water distribution facilities installed on or after July 1, 1988.

#### III. SERVICE AGREEMENT

The following are the terms of the service agreement between **Fort Bend County MUD 58 (the District)** and

\_\_\_\_\_, the "Customer."

- A. The Water System will maintain a copy of this agreement as long as the Customer and/or the premises is connected to the Water System.
- B. The Customer shall allow his property to be inspected for possible cross-connections and other undesirable plumbing practices. The Water System or its designated agent, prior shall conduct these inspections to initiating service and periodically thereafter. The inspections shall be conducted during the Water System's normal business hours.
- C. The Water System shall notify the Customer in writing of any cross-connection or other undesirable plumbing practice which has been identified during the initial inspection or the periodic re-inspection.
- D. The Customer shall immediately correct any undesirable plumbing practice on his premises.
- E. The Customer shall, at his expense, properly install, test and maintain any back-flow prevention device required by the Water System. Copies of all testing and maintenance records shall be provided to the Water System.

#### IV. ENFORCEMENT

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

CUSTOMER SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

SERVICE ADDRESS: \_\_\_\_\_ ACCT#: 30458-\_\_\_\_\_

DAYTIME PHONE(S): \_\_\_\_\_

YOUR AUTHORIZED EMAIL ADDRESS: \_\_\_\_\_

#### EMAIL IMMEDIATELY TO YOUR CUSTOMER CARE AGENT:

1. A COPY OF PICTURE I.D.
2. A COPY OF TOP PORTION OF CLOSING DISCLOSURE STATEMENT OR HUD-1 SETTLEMENT STATEMENT

#### FEES PAYABLE UPON RECEIPT OF FIRST WATER BILL:

SECURITY DEPOSIT: \$200.00 + NON-REFUNDABLE TRANSFER FEE: \$42.00 = TOTAL AMOUNT: \$242.00

## **VERY IMPORTANT INFORMATION ABOUT YOUR WATER SYSTEM DISINFECTION METHOD**

Fort Bend County MUD 58 uses chloramines as a disinfectant for your water. The use of chloramines rather than chlorine is not new technology as it is in widespread use in many cities and other drinking water supplies. The use of chloramines is intended to benefit our customers by reducing the levels of disinfection byproducts (DBPs) in the system, while providing protection from waterborne disease. The City of Houston has been treating its water with chloramines for over twenty years. Water containing chloramines is perfectly safe for drinking, bathing, cooking, and most other uses we have for water. **HOWEVER, there are two categories of people who need to take special care with chloraminated water:**

**Kidney Dialysis Patients** – The change to chloramines can cause problems to persons dependent on dialysis machines. A condition known as hemolytic anemia can occur if the disinfectant is not completely removed from the water that is used for the dialysate. Consequently, the pretreatment scheme used for the dialysis units must include some means, such as a charcoal filter, for removing the chloramines. Medical facilities should also determine if additional precautions are required for other medical equipment.

**Live Fish or Other Aquatic Animal Owners** – Chloraminated water may be toxic to fish. If you have a fish tank, please make sure that the chemicals or filters that you are using are designed for use in water that has been treated with chloramines. You may also need to change the type of filter that you use for the fish tank.

Following are questions and answers that may address questions that you may have.

### **What is chloramination?**

Chloramination is the use of both ammonia and chlorine to disinfect water. Ammonia is added to water at a carefully controlled level. The chlorine and ammonia react chemically to produce combined chlorine residual or chloramines. Chloramines are safe in drinking water and serve as an effective method of disinfection. In the U.S., many water systems have used chloramination for several decades.

### **How can I get more information?**

Feel free to contact the Fort Bend County MUD 58 Operator, Municipal District Services at (281) 290-6500, should you have a question or comment.



**RESIDENTS OF Fort Bend MUD No. 58**

**Trash is collected on Monday and Thursday**

**Recycle is collected on Thursday in the Best Trash 65-gallon rollout cart**

**PLEASE HAVE TRASH and RECYCLE OUT BY 7:00AM on your service day**

**TRASH:** On each regularly scheduled collection day, Best Trash will collect residential refuse located at the curbside in resident provided containers between 30-50 gallons and/or bags up to 40 pounds each.

**EXCLUDED ITEMS:** dirt, rocks, bricks, tile, concrete, tires, batteries, motor oil, cooking oil, sheetrock, insulation, waste generated by a private contractor or any materials or items deemed hazardous materials. **Please do not dispose of gasoline, motor oil, paints, cooking oil, or any other liquid items in a container that are not visible to Best Trash personnel.** If such items result in spillage that causes a stain, Best Trash is not responsible for the cleanup. Best Trash will leave a tag explaining the reason for any non-collected item(s).

**HEAVY TRASH:** Trees, shrubs, brush trimmings and fencing must be no larger than 4" inches in diameter, no more than 4' feet long, tied in bundles not exceeding 40 pounds. Tied bundles are required to allow quick pick up and size limitations are required to avoid damaging the equipment in the compacting process. Items such as appliances, furniture, mattresses, carpet (**up to 1 room of carpet, cut less than 4 feet wide, tied in bundles not exceeding 40 pounds**), will be picked up on both garbage collection days. By Federal Law, refrigerators, freezers, and any other items containing Freon must be drained of Freon and have an accompanying bill to validate such service was performed.

**SPECIAL COLLECTION SERVICE:** For more than normal amounts of residential refuse, yard trimmings or bulk items, Best Trash does have the ability to provide a special collection service. For pricing information, please email your district name, address, and several pictures of your items to [customerservice@besttrash-texas.com](mailto:customerservice@besttrash-texas.com).

**RECYCLE SCHEDULE:** Best Trash will collect **paper, plastics, aluminum and tin cans, and glass (all colors)** that are placed within the provided recycling cart on Thursday only. Please only use the provided recycle cart for recyclable materials. The recycle cart is **NOT** an extra trash container and will **NOT** be emptied as such. If items exceed container capacity, please place them adjacent to the cart and well-marked as recyclable materials. Cardboard is recyclable, please break down all boxes flat, and place them next to the recycle cart for collection.

**CART CARE:** Best Trash will replace any carts that are defective or otherwise become unusable due to normal wear and tear. Lost or stolen carts may be replaced for \$65.00 each by calling Best Trash.

**HOLIDAY SCHEDULE:** If your regular trash collection day falls on a holiday (New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day or Christmas Day) the collection will be made on the next regularly scheduled collection day.

PHONE 281-313-2378, WEBSITE [www.best-trash.com](http://www.best-trash.com)  
[customerservice@besttrash-texas.com](mailto:customerservice@besttrash-texas.com)



YES YOU CAN RECYCLE  
IT!



## PAPER: DRY, CLEAN AND LOOSE

Newspaper & Inserts  
Magazines & catalogs  
Junk Mail,, envelopes, file folders  
Office paper-any color  
Corrugated cardboard boxes  
Cereal and Gift boxes, etc  
Paper bags & phone books  
Wrapping Paper, packaging paper  
Paper books and hard cover books  
Milk and Juice Cartons  
Wax coated boxes  
Shredded paper  
Toilet and Paper towel rolls  
Pizza boxes

## CONTAINERS: EMPTY, CLEAN AND LOOSE

Glass-clear and colored  
Aluminum Cans  
Aluminum Foil  
Aluminum foil plates/containers  
Plastic bottles, jars, tubs and buckets  
(examples are soda, water, milk, juice,  
liquor, detergent, condiments, salad dressing,  
butter, pet food containers, etc)  
Metal Food cans (tin and steel)  
metal pots and pans  
Gutters (not longer than 4 feet)  
electric wiring-cut up in small pieces  
hoses-cut up into small pieces  
Empty Aerosol Cans

XXXXXXXXXX

yard waste  
clothing  
windows  
mirrors  
wood

UNACCEPTABLE ITEMS

plastic bags  
coat hangers  
light bulbs  
paint  
furniture

XXXXXXXXXX

used paper towels  
used tissues  
Styrofoam  
ceramics  
film

[WWW.BEST-TRASH.COM](http://WWW.BEST-TRASH.COM)

[customerservice@besttrashtexas.com](mailto:customerservice@besttrashtexas.com)

## NOTICE ABOUT CONFIDENTIALITY OF CUSTOMER INFORMATION

Chapter 182 of the Texas Utilities Code as amended in 2021 by House Bill 872 provides that a government-operated utility may not disclose personal information (customer's address, telephone number, and social security number) in a customer's account, or any information related to the volume or units of utility usage or amounts billed or collected for such utility usage, unless the customer elects to allow such information to be disclosed.

The Utilities Code requires the District to provide notice of the customer's right to allow disclosure of his or her information. Therefore, if you wish to allow disclosure of your personal information, please check the box below and return this form to the District.

NOTE: The District is allowed to disclose information in a customer's account record to federal, state or local government officials; to District employees, officials and operations personnel; to consumer reporting agencies; to a contractor or subcontractor approved by and providing services to the District, the state, a political subdivision of the state, or the United States; or to any other provider of utility services.

### Authorization to Disclose Customer Information

PLEASE CHECK BOX IF ALLOWING DISCLOSURE OF PERSONAL INFORMATION

☐

The undersigned customer allows the District to disclose the customer's account information and personal information as identified by Texas Utilities Code.

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

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name and Address

RETURN THIS FORM TO:

Municipal District Services, LLC  
P.O. Box 1827  
Cypress, Texas 77410

OR SCAN AND EMAIL the signed and completed form to [info@mdswater.com](mailto:info@mdswater.com)

# Larry's Toolbox: 2022 Resident Water Conservation Rebate Form

Resident Name:

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Email Address:

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Installation Address:

Zip Code:

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Mailing Address (if different):

Zip Code:

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Resident Municipal Utility District:

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Utility Acct. #:

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Daytime Phone:

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Date purchased:

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Date installed:

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Rebate amount is 50% of the item cost up to 3 items per year (excluding tax and shipping), not to exceed \$100.00 per item. Total rebate cannot exceed \$300.00.

Only EPA approved Water Sense and ENERGY STAR products are available through the program.

The purchased item(s) must have the Water Sense or ENERGY STAR logo.



Check item(s) installed below:

- ☐ Toilet
- ☐ Showerhead
- ☐ Faucet
- ☐ Aerator
- ☐ Clothes Washer

- ☐ Dish Washer
- ☐ Water Heater
- ☐ Weather-Board Irrigation Controller
- ☐ Rain Sensor Sprinkler
- ☐ Sprinkler Body/Nozzle

To receive the rebate, you must submit the following to the North Fort Bend Water Authority within 90 days of purchase:

- Rebates are available to your Municipal Utility District's ("MUD") single-family residential water customers with an account in good standing.
- Rebates are offered on a first come/first serve basis and are subject to availability of funds. The rebate may be terminated at any time, without notice, by your MUD. Please contact your MUD for details.
- Rebates are credited to utility account listed on the rebate form.
- Prior to issuance of a rebate, a representative from your MUD may conduct a site inspection to verify installation.

1. Rebate Form;
2. A dated and itemized receipt (or copy of receipt);
3. Photograph(s) of the product;
4. Photo of new item box, showing WaterSense or ENERGY STAR Logo;
5. and Copy of the plumbing repair receipt, if applicable.

Submission to the North Fort Bend Water Authority within 90 days of purchase.

**By Mail:**

North Fort Bend Water Authority c/o: Whitney Milberger  
Attn: Rebate Program, (your MUD)  
10777 Westheimer Road, Suite 400  
Houston, Texas 77042

**By Email:** [nfbwa@bgeinc.com](mailto:nfbwa@bgeinc.com)

**By Fax:** 713-488-8250

For more information: <http://www.TalkingSprinkler.com/Toolbox> I have read and understand the Water Conservation Rebate Form Guidelines and limitations.

Resident Signature: \_\_\_\_\_ Date: \_\_\_\_\_



# What's On Your Bill?

We get asked all the time: *What is the NFBWA and why is there a fee on my water bill?*

The North Fort Bend Water Authority (NFBWA) was created in 2005 by the Texas Legislature to help provide a reliable source of surface water to our rapidly growing region. We partner with Municipal Utility Districts (MUD) to deliver that water and help prevent the harmful effects of excess groundwater usage. The NFBWA fee on your water bill pays for the big infrastructure projects that bring clean water to your faucets. The charges are based on every 1,000 gallons of water used.

**What your MUD charges you for water delivery.**

**The NFBWA's cost to bring water to your MUD.**

See below for a breakdown of this fee.

| ACCOUNT NUMBER         |                       |
|------------------------|-----------------------|
| 00000-0000000000       |                       |
| BILLING DATE           |                       |
| 8/20/23                |                       |
| DESCRIPTION            | AMOUNT                |
| BALANCE FORWARD        | -135.69               |
| WATER                  | 18.00                 |
| SEWER                  | 26.80                 |
| NFBWA                  | 23.66                 |
| THIS MONTH             | 68.46                 |
| TOTAL NOW DUE          | -67.68                |
| PENALTY AFTER DUE DATE | PAY THIS AMOUNT AFTER |
| 0.00                   | 9/20/2023<br>0.00     |

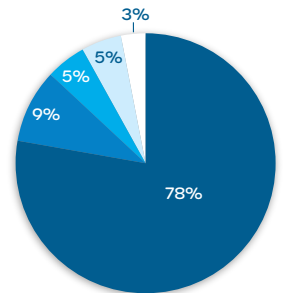
## What Our Fee Provides

Transporting millions of gallons of surface water from east Houston is challenging. The NFBWA fee pays for the large-scale infrastructure projects that do just that. The reason it's important to bring surface water to our region is to keep the ground from sinking, called subsidence (sub-SIGH-dents). Too much sinking can damage property and contribute to severe flooding.

The vast majority of the NFBWA fee pays for the network of pumps, pipes, and treatment facilities that transport, clean, and deliver water to your faucets. It also pays for surface water rights, operations, maintenance, and the administration of putting it all together.

### Legend:

- Infrastructure
- Purchased Water
- Operations & Maintenance
- Management & Admin.
- Conservation

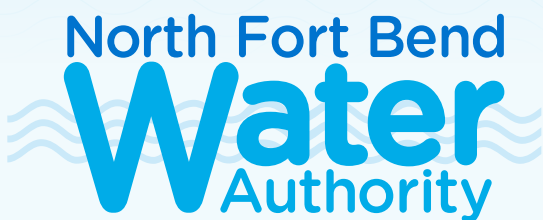
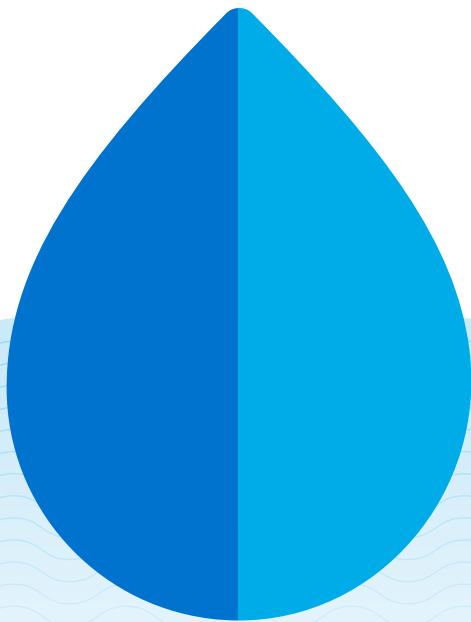


## How long will I have to pay this fee?

Our region is constantly growing and will always need clean, reliable surface water to meet demand. The NFBWA fee will continue to support the projects, operations, maintenance, and water purchasing that ensure our region has clean water for generations to come.

Connect with us:





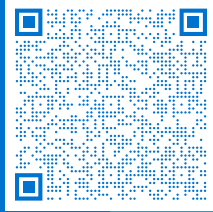
## Provide. Conserve. Educate.

The NFBWA's mission is to provide a plentiful supply of water, promote programs to conserve, and educate the community about the precious resource of water. Saving water helps prevent subsidence—the sinking of the land due to overpumping groundwater.

The NFBWA's plan to keep clean water flowing includes investing in surface water infrastructure that will support our growing community for generations to come.

**Together, infrastructure and conservation prevent subsidence from damaging our community.**

For more information,  
visit our website:



[nfbwa.com/5tips](https://nfbwa.com/5tips)

## Save Water, Save Money

### Check for leaks.

Households can leak over 10,000 gallons a year—enough to wash 270 loads of laundry.

### Sign up for a W.I.S.E. Guys evaluation.

If your water provider participates, this free irrigation assessment provides a licensed irrigator to check your water settings and make recommendations.

### Plant native.

Native and adaptive plants are best suited to our local environment. The right plants keep beauty and color in your landscape while saving water.

### Take 5-minute showers.

Standard showerheads use 2.5 gallons of water per minute. Cutting your shower time can save hundreds of gallons each month.

### Sign up for a rebate.

If your water provider participates, you could receive a rebate on new appliances, sprinkler upgrades, or water-efficient landscaping.