

WELCOME TO MILLS ROAD MUD

When applying for water service in Mills Road 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 \$205.00 (\$150.00 deposit + \$10.00 customer service agreement + \$45.00 transfer fee) payable to Mills Road 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 \$305.00 (\$250.00 deposit + \$10.00 customer service agreement + \$45.00 transfer fee) payable to Mills Road 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 Mills Road 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 \$205.00 (\$150.00 deposit + \$10.00 customer service agreement + \$45.00 transfer fee) payable to Mills Road 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!

CUSTOMER SERVICE AGREEMENT

SECTION I. PURPOSE. Mills Road Municipal Utility District (the "District") is responsible for protecting its Water Supply System from contamination or pollution which could result from unacceptable 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 District enforces these restrictions to ensure the public health and welfare. 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.

SECTION II. PLUMBING RESTRICTIONS. The following unacceptable plumbing practices are prohibited by State regulations:

- A. 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.
- B. 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.
- C. No connection which allows water to be returned to the District's Water Supply System is permitted.
- D. No pipe, pipe fitting, plumbing fitting, or fixture the wetted surface of which contains a weighted average of more than 0.25% lead (as calculated under section 1417(d)(2) of the Safe Drinking Water Act [42 U.S.C. 300g-6], as amended by Public Law 111-380) may be used for the installation or repair of plumbing at any connection which provides water for human use.
- E. 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. SERVICE AGREEMENT. The following are the terms of this Customer Service Agreement between Mills Road Municipal Utility District (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: _____

Address: _____