



Sienna Municipal Utility District 12

P.O. Box 4824
Houston, Texas 77210-4824
832-490-1600
832-490-1502 fax
www.sienv.com

Dear Valued Customer:

Welcome to the Sienna Municipal Utility District 12. The following information is provided to assist you in becoming familiar with the District's policies as they relate to your water and sewer service. The Board of Directors for Sienna Municipal Utility District 12 has selected Si Environmental, LLC to be the operator of your District's water system.

Si Environmental, LLC takes great pride in our vision and experience to ensure all of your water utility service needs are met with enthusiasm and pride. Our goal is to ensure we provide the highest level of satisfaction in the industry. We invite you to visit our website after the first Billing Cycle where you will be able to create an online account, view your billing history, payment history and pay your bill using your credit card (Visa, MasterCard or Discover) or electronic check. We provide an online experience that is absolutely secure and convenient. If you wish to be set up on automatic bank draft, please complete the attached form and mail it to:

Si Environmental, LLC
6420 Reading Road
Rosenberg, TX 77471

PAYMENT OPTIONS

- **Pay-By-Phone**
 - Visa/MasterCard/Discover/American Express (3% Convenience Fee*)
 - Posts next business day
 - Electronic Check (\$1.00 transaction fee*)
 - Posts to account next business day

- **Online Website (Payments www.sienv.com)**
 - Visa/MasterCard/Discover/American Express (3% Convenience Fee*)
 - Posts next business day
 - Electronic Check (\$1.00 transaction fee*)
 - Posts to account next business day

- **Text to Pay (Payment via your mobile device)**
 - Visa/MasterCard/Discover/American Express (3% Convenience Fee*)
 - Posts next business day
 - Electronic Check (\$1.00 transaction fee*)
 - Posts to account next business day

- **Monthly Auto-Draft**
 - Visa/MasterCard/Discover/American Express (3% Convenience Fee*)
 - Electronic Check (\$1.00 transaction fee*)
 - Posts automatically to account on due date

- **All Walmart Locations (Check-Free)**
 - Standard processing (delivered in (3) business days) - \$.88*
 - Next Day processing (delivered within (1) business day) - \$1.88*

- **Western Union (Quickpay) (various HEB, Kroger and Fiesta stores)**
 - \$1.50 Transaction Fee*
 - Posts to account within (2-3) business days

* These charges are third party transaction charges that are not associated or collected by your Municipal Utility District or Si Environmental, LLC.

- **Online Bill-Pay (through your banking institution)**
 - Please be sure to include your complete 10-digit account number when setting up Online Bill-Pay through your banking institution.
 - Please be advised that Online Bill-Pay through your banking institution generally involves your bank utilizing a third party company to create a paper check that is sent to the specified remittance address. Your Municipal Utility District nor Si Environmental, LLC. will have any control over the check creation and the mailing process for this banking institution service.
 - Remittance address:
PO Box 4824
Houston, TX 77210-4824
 - All payments received are processed within (1) business day of receipt by Si Environmental, LLC.

- **MUD Lockbox (Checks sent via the United States Postal Service)**
 - Remittance address:
PO Box 4824
Houston, TX 77210-4824
 - All payments received are processed immediately upon receipt by Si Environmental, LLC.

- **Operator's Drop Box**
 - **6420 Reading Road**
Rosenberg TX 77471
 - **NO CASH ACCEPTED (Cashier's or Personal Checks and Money Orders only)**
 - All payments received are processed immediately upon receipt by Si Environmental, LLC.



Application for Residential Utility Service

Name of District: _____ Date: _____

Service Address: _____
Street City State Zip

Name of Resident: _____ Phone: _____

Water Service Effective Date: _____

Billing Address: _____
Street City State Zip

Rent or Own Property: (Circle Answer) Rent Own
(Provide Lease) (Provide Ownership Statement)

Employment: _____
Company Phone Address

Previous Address: _____
Street City State Zip

Drivers License: _____ (Must provide copy of photo ID/License)
State Number

Is Irrigation/ Sprinkler System Installed? _____ Pool/ Spa? _____

- Applicant is required to sign a Customer Service Agreement in order to receive service.

Applicant's failure to adhere to all requirements contained in the District's Rate Order may result in fines, penalties and a delay or denial of service establishment. A copy of the District's Rate Order is available upon request.

Date: _____ Signature: _____

Printed Name: _____

DRINKING WATER DISINFECTION METHOD

This disinfection process involves using chloramines rather than only chlorine as the disinfectant in the water supply.

The use of chloramines rather than chlorines is not new technology as it is in widespread use in many cities and other drinking water supplies. Treating with 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 prior to the conversion to 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.

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 a 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.

NOTIFICACION DE CAMBIO DE CLORINA A CLORAMINA

El distrito de utilidad municipal (MUD) ha cambiado el desinfectante de cloro que usamos a otro de cloramina. El propósito de este cambio es beneficiar a nuestros clientes reduciendo los niveles de los productos secundarios relacionados a la desinfección (DBPs) en el sistema, proporcionando al mismo tiempo la protección contra las enfermedades originadas por los gérmenes del agua.

No obstante, el cambio a cloramina puede causar problemas a las personas cuya vida depende de las máquinas de diálisis. Si el desinfectante no es completamente eliminado del agua que se usa para la diálisis, puede concluir a una anemia hemolítica. Por lo tanto, el esquema de tratamiento previo usado por las unidades de diálisis debe incluir algunos medios, tales como filtros de carbón, para eliminar la cloramina antes de esta fecha. Las instituciones médicas deben determinar si otros equipos médicos también pueden requerir precauciones adicionales. Además, el agua con cloramina podría ser tóxica para los peces. Si tiene un tanque para peces, asegúrese de que los filtros o los productos químicos que están siendo usados están diseñados para ser usados en agua que ha sido tratado con cloramina. También puede ser necesario cambiar el tipo de filtro que usa para el tanque.

How to Read Your Bill

#1 – Amount Due Before the Account Is Late

#2 – Date the Payment Must Be Received Before Account Is Past Due

#3 – Penalty and Amount That Must Be Paid After the Due Date

#4 – Customer Account Number / Service Address

#5 – Remit To Address

#6 – Billing Period

#7 – Date Billing Statement Is Generated

#8 – Meter Reading Description: Date, Reads and Gallons Used

#9 – Service Rates and Cost for Consumption

#10 – Total Balance Owed

#11 – Historic Usage History

#12 – District's Bill Message

#13 – District Operator's Contact Information

<p>MAKE CHECK PAYABLE TO: HARRIS COUNTY WCID 96 PO BOX 4824 HOUSTON TX 77210</p>	<p>SERVICE ADDRESS 1234 MAIN STREET</p> <p>SERVICE PERIOD FROM: 01/17/15 TO: 02/18/15</p>	<p>ACCOUNT NUMBER ELB 90245-XXXX-XX</p> <p>BILLING DATE 02/19/15</p>																										
<p>8 Readings and Consumption</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Meter No.</th> <th>Read Date</th> <th>Type</th> </tr> </thead> <tbody> <tr> <td>5320VWV</td> <td>02/03/15</td> <td>W-GI.9</td> </tr> <tr> <th>Current</th> <th>Prior</th> <th>Usage</th> </tr> <tr> <td>15.3</td> <td>11.5</td> <td>3.8</td> </tr> </tbody> </table>	Meter No.	Read Date	Type	5320VWV	02/03/15	W-GI.9	Current	Prior	Usage	15.3	11.5	3.8	<p>TOTAL GALLONS</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>DESCRIPTION</th> <th>AMOUNT</th> </tr> </thead> <tbody> <tr> <td>BALANCE FORWARD</td> <td>60.68</td> </tr> <tr> <td>PAYMENT 02/11</td> <td>-60.68</td> </tr> <tr> <td>WATER</td> <td>26.66</td> </tr> <tr> <td>SEWER</td> <td>20.66</td> </tr> <tr> <td>VOLUNTARY FIRE</td> <td>3.00</td> </tr> <tr> <td>THIS MONTH</td> <td>50.32</td> </tr> </tbody> </table>	DESCRIPTION	AMOUNT	BALANCE FORWARD	60.68	PAYMENT 02/11	-60.68	WATER	26.66	SEWER	20.66	VOLUNTARY FIRE	3.00	THIS MONTH	50.32
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<p>TOTAL NOW DUE 50.32</p>		<p>PENALTY AMOUNT 7.09</p> <p>PAY THIS AMOUNT AFTER 03/08/2015</p> <p>57.41</p>																										

DOE, JOHN & JANE **MESSAGES** Pay your bill at www.sienv.com

Water Conservation Tips

- Learn how to use your water meter to check leaks.
- Turn off water while washing your hair and save up to 150 gallons a month.
- Teach children how to turn off faucets tightly after each use.
- Know where your master shut-off valve is located. Were a pipe to burst, this could save gallons.

Si Environmental LLC
www.sienv.com
832-490-1800 Customer Care
832-490-1601 24/7 Emergency
1-877-382-7414 Toll Free

AVR, Inc.

IF YOUR MAILING ADDRESS HAS CHANGED PLEASE CORRECT
PLEASE RETURN BOTTOM PORTION WITH PAYMENT

Account Number ELB 90245-XXXX-XX
Service Address 1234 MAIN STREET
Electronic Box# 4824

<p>HARRIS COUNTY WCID 96</p> <p>P.O. BOX 4824 HOUSTON, TX 77210-4824 832-490-1600</p>		
<p>1 50.32 03/08/2015 57.41</p> <p>ON OR BEFORE DUE DATE DUE DATE AFTER DUE DATE</p>	<p>AMOUNT PAID</p> <div style="border: 1px solid black; height: 20px; width: 100%;"></div>	

DOE, JOHN & JANE
1234 MAIN STREET
HUMBLE TX 77396-4242

HARRIS COUNTY WCID 96
PO BOX 4824
HOUSTON TX 77210-4824

90245245161030000000574100000503200000503203

SiEnviro
Si Environmental, LLC

"A CUSTOMER IS THE MOST IMPORTANT PERSON IN OUR BUSINESS"