



## **Trail of The Lakes Municipal Utility District**

P.O. Box 4824  
Houston, Texas 77210-4824  
832-490-1600  
832-490-1502 fax  
[www.sienv.com](http://www.sienv.com)

Dear Valued Customer:

Welcome to the Trail of The Lakes Municipal Utility District. 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 Trail of The Lakes Municipal Utility District 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 (Amex, 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](http://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.



TRAIL OF THE LAKES MUNICIPAL UTILITY DISTRICT
APPLICATION FOR WATER/SEWER SERVICE
(Please Print)

Customer Service Agreement

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

Name of Applicant \_\_\_\_\_

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

Phone: \_\_\_\_\_ Email (optional): \_\_\_\_\_ City: \_\_\_\_\_

State: \_\_\_\_\_ Zip: \_\_\_\_\_

Last Four Digits of your SSN: \_\_\_\_\_ DOB: \_\_\_\_/\_\_\_\_/\_\_\_\_ Drivers License No: \_\_\_\_\_

Own Property? \_\_\_\_\_ (please provide a copy of deed)

Agent/Other? \_\_\_\_\_ (please provide agency agreement) Agent for: \_\_\_\_\_

Rent/Lease Property? \_\_\_\_\_ (please provide rental/lease agreement)

First Date of Service: \_\_\_\_\_

Return to via (1) Email: CustomerCare@SiEnv.com; or (2) Fax: (832) 490-1502

(3) U.S. Mail: Si Environmental 6420 Reading Rd. Rosenberg, TX 77471

I. PURPOSE

Trail of the Lakes Municipal Utility District of Harris County, Texas (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 Customer 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 Agreement before the Water System will begin service. In addition, when the 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

The following unacceptable plumbing practices are prohibited by State regulations:

- A. No direct connection between the public drinking water supply 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 public drinking water supply and a private Water System is permitted. These potential threats to the public drinking water supply 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 of which allows water to be returned to the public drinking water is permitted.
D. 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.
E. No solder or flux, which contains more than 0.2% lead, can be used for installation or repair of plumbing at any connection which provides water for human use.

III. CUSTOMER SERVICE AGREEMENT

The following are the terms of the Customer Service Agreement between the Water System and (the "Customer")

- A. The Water System will maintain a copy of the Agreement as long as the Customer and/or the premise are connected to the water system.
B. Customer shall provide evidence of Customer's residency within the District by a copy of the Customer's deed or rental agreement upon application for water and sewer service as part of the application process.
C. The customer shall allow his property to be inspected for possible cross-connection and other unacceptable plumbing practices. These inspections will be conducted by the water system 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. The inspections shall be conducted during the Water System's normal business hours.

- D. The District shall notify Customer in writing of any cross-connection or other unacceptable plumbing practice which has identified during the initial inspection or the periodic re-inspection.
- E. The Customer shall immediately correct any unacceptable plumbing on these premises.
- F. The Customer shall, at his expense, properly install, test, and maintain any backflow prevention device required by the Water System. Copies of all testing and maintenance records shall be provided to the District.
- G. Customer understands and agrees that the District does not guarantee any specific quantity or pressure of water for any purpose whatsoever and that the District is not liable to customer for failure or refusal to furnish any particular amount or pressure of water to Customer at any time.

You may make a request that your customer billing and personal information be disclosed. If you wish for the information associated with your water district account to be disclosed, please check the box below:

I approve the disclosure of my billing, utility usage, and personal information by representatives of my utility district.

**IV. ENFORCEMENT**

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

**Applicant:**

I understand that any deposit required with an application for service will be refunded only to the extent that expenses of the District do not exceed the deposit, and that the District may request an additional deposit. I understand that tap fees are not refundable. I represent that the information on and furnished with this application is true and correct, and I understand that false information will result in denial of this application. I have received and reviewed the District Rate Order.

**Owner:**

If the property subject of this application is subject to an agency relationship or is a rental or lease property, I, owner of the property, understand that if service is terminated to such property, I am jointly and severally liable with the renter/lessee or my Agent for any fees and/or changes that are due to the District prior to any service reconnection.

**Applicant Signature:** \_\_\_\_\_

**Print Name:** \_\_\_\_\_

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

**Owner Signature (if not Applicant):** \_\_\_\_\_

**Print Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_ **Owner Address:** \_\_\_\_\_ **Owner Phone:** \_\_\_\_\_

<p><i>Confidential Security Phrase (Mother's maiden name, last 4 digits of SSN, favorite pet's name, etc):</i></p> <p>_____</p> <p>_____ <i>Security Phrase Answer:</i> _____</p>
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State of Texas

County of \_\_\_\_\_

Before me, a notary public on this day personally appeared \_\_\_\_\_, known to me to be the person whose name is subscribed to the foregoing document and, being by me first duly sworn, declared that the statements therein contained are true and correct.

\_\_\_\_\_  
Notary Public's Signature

# 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><b>MAKE CHECK PAYABLE TO:</b> HARRIS COUNTY WCID 96 PO BOX 4824 HOUSTON TX 77210</p> <p><b>5</b></p>	<p><b>SERVICE ADDRESS</b> 1234 MAIN STREET</p> <p><b>SERVICE PERIOD</b> FROM: 01/17/15 <b>6</b> TO: 02/18/15</p>	<p><b>ACCOUNT NUMBER</b> ELB 90245-XXXX-XX</p> <p><b>BILLING DATE</b> <b>7</b> 02/19/15</p>																													
<p><b>8 Readings and Consumption</b></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> <tr> <th>Type</th> <td colspan="2">W</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	Type	W		<p><b>TOTAL GALLONS</b></p> <p><b>11</b></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><b>9</b> 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><b>THIS MONTH</b></td> <td><b>50.32</b></td> </tr> </tbody> </table>	DESCRIPTION	AMOUNT	BALANCE FORWARD	60.68	PAYMENT 02/11	-60.68	<b>9</b> WATER	26.66	SEWER	20.66	VOLUNTARY FIRE	3.00	<b>THIS MONTH</b>	<b>50.32</b>
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<p>DOE, JOHN &amp; JANE</p>		<p><b>10</b> TOTAL NOW DUE 50.32</p> <p>PENALTY AMOUNT 7.09 <b>3</b> PAY THIS AMOUNT AFTER 03/08/2015 57.41</p>																													

**MESSAGES**

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. **12**
- 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.

**355**

<p>HARRIS COUNTY WCID 96 P.O. BOX 4824 HOUSTON, TX 77210-4824 832-490-1600</p> <p><b>13</b></p>	<p>Si Environmental LLC</p> <p>www.sienv.com</p> <p>832-490-1600 Customer Care</p> <p>832-490-1601 24/7 Emergency</p> <p>1-877-382-7414 Toll Free</p>
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**1** 50.32    03/08/2015    57.41

ON OR BEFORE DUE DATE    DUE DATE    AFTER DUE DATE

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

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

AVR, Inc.

9024524516103000000057410000050320000503203

**SiEnviro**  
Si Environmental, LLC

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