



## **Chelford City 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 Chelford City 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 Chelford City 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 (Visa, MasterCard or Discover) or electronic check. We provide an online experience that is absolutely secure and convenient.



Si Environmental, LLC.

## 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.



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.



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: \_\_\_\_\_

# 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>SERVICE ADDRESS</b> 1234 MAIN STREET</p> <p><b>SERVICE PERIOD</b> FROM: 01/17/15 TO: 02/18/15</p>	<p><b>ACCOUNT NUMBER</b> ELB 90245-XXXX-XX</p> <p><b>BILLING DATE</b> 02/19/15</p>																										
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<p><b>TOTAL NOW DUE</b> 50.32</p>		<p><b>PENALTY AMOUNT</b> 7.09</p>																										
		<p><b>PAY THIS AMOUNT AFTER</b> 03/08/2015</p> <p><b>57.41</b></p>																										

DOE, JOHN & JANE      **MESSAGES**      Pay your bill at [www.sienv.com](http://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

HARRIS COUNTY WCID 96

P.O. BOX 4824  
HOUSTON, TX 77210-4824  
832-490-1600

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

1 50.32	03/08/2015	57.41
ON OR BEFORE DUE DATE	DUE DATE	AFTER DUE DATE

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

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

9024524516103000000057410000050320000503203

**SiEnviro**  
Si Environmental, LLC

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