

Dear Resident,

Welcome to the Kingsbridge Municipal Utility District (Kingsbridge MUD). 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 Kingsbridge MUD has selected Si Environmental, LLC to be the operator of the District's water and sewer system.

Si Environmental, LLC takes great pride in their vision and experience to ensure all of your water utility service needs are met with enthusiasm and pride. Their goal is to ensure we provide the highest level of satisfaction in the industry.

Si Environmental, LLC handles the billing for water, sewer, and trash service. They also handle all District water and sewer related emergencies. They respond to emergencies 24 hours a day, so we encourage you to contact them, should water or sewer emergencies occur.

Billing questions and non-emergency calls are taken Monday through Friday, 8am to 5pm and you may visit their page at [sienv.com](http://sienv.com). Please do not hesitate to call with any questions, concerns, or other service related problems.

**Customer Care Line: 832-490-1600**

**Main Line: 832-490-1500**

**Fax Line: 832-490-1502**

**24/7 Emergency Repair Line: 832-490-1601**

If you'd like to find out more, you may find supplemental resources and information about Kingsbridge MUD online at [www.kingsbridgemud.com](http://www.kingsbridgemud.com)

Thank you for being part of our District.

Sincerely,

Kingsbridge MUD Board of Directors

## PAYMENT OPTIONS

\*These are third party transaction charges not collected by Kingsbridge MUD or Si Environmental, LLC.

### Pay-By-Phone: (888) 945-9899

Visa/MasterCard/Discover/American Express  
(3% Convenience Fee\*)

- Posts to account: next business day
- Electronic Check (\$1.00 transaction fee\*)
- Posts to account: next business day

### Text to Pay (via mobile device)

Visa/MasterCard/Discover/American Express  
(3% Convenience Fee\*)

- Posts to account: next business day
- Electronic Check (\$1.00 transaction fee\*)
- Posts to account: next business day

### Online at: [sienv.firstbilling.com](http://sienv.firstbilling.com)

Visa/MasterCard/Discover/American Express  
(3% Convenience Fee\*)

- Posts to account: next business day
- Electronic Check (\$1.00 transaction fee\*)
- Posts to account: next business day
- Monthly auto-draft or one-time payment available

### All Walmart Locations (Check-Free)

Standard processing

- Delivered in (3) business days  
(\$1.88 Fee\*)

Next day processing

- Delivered within (1) business day  
(\$1.88 Fee\*)

### MUD Lockbox (Checks sent via USPS)

Remittance address:

Kingsbridge MUD  
PO Box 4824  
Houston, TX 77210-4824

- Processed immediately upon receipt by  
Si Environmental, LLC.

### Western Union (Quickpay)

Located at various stores including HEB,  
Kroger and Fiesta supermarkets

- Posts to account within (2-3) business  
days  
(\$1.50 Fee\*)

### Operator's Drop Box (Hand delivered checks)

Si Environmental  
6420 Reading Road  
Rosenberg TX 77471

(Cashier's Checks, Personal Checks, or Money  
Orders only, NO CASH ACCEPTED)

- Processed immediately upon receipt by  
Si Environmental, LLC.

### Online Bill-Pay (via your banking institution)

Remittance address:

Kingsbridge MUD  
PO Box 4824  
Houston, TX 77210-4824

- Processed within (1) business day of  
receipt by Si Environmental, LLC.

Please be sure to include your complete 10-digit  
account number when setting up Online Bill-Pay  
through your banking institution.<sup>1</sup>

<sup>1</sup>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. Neither Kingsbridge MUD nor Si Environmental, LLC will have any control over the check creation or the mailing process for this banking institution service.

## APPLICATION FOR RESIDENTIAL UTILITY SERVICE

Name of Customer\*: \_\_\_\_\_

Application Date: \_\_\_\_\_ Water Service Effective Date: \_\_\_\_\_

Primary Phone\*: \_\_\_\_\_ Secondary: \_\_\_\_\_

 Check here if this is a mobile number Check here if this is a mobile number

Email Address\*: \_\_\_\_\_

I agree to provide my above information and understand the District may contact me via phone, text, and/or email for emergencies and other pertinent matters. Check here if you wish to opt-out 

Service Address\*: \_\_\_\_\_

City\*: \_\_\_\_\_ State\*: \_\_\_\_\_ Zip\*: \_\_\_\_\_

Billing Address (if different): \_\_\_\_\_

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

**Please Check One:** I own this property  
(proof of ownership required) I rent this property  
(proof of lease required)

Name of Employer: \_\_\_\_\_ Employer Phone: \_\_\_\_\_

Employer Address: \_\_\_\_\_

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

Driver License/ID State: \_\_\_\_\_ Driver License/ID Number: \_\_\_\_\_

**(Copy of License/ID required)**Irrigation/Sprinkler System Installed (check one):  Yes  NoProperty has a pool/spa (check one):  Yes  No

By signing you agree to the terms herein, the Customer Service Agreement, do grant permission for District's Operator to turn on water service at the Service Address without anyone present and understand the District will not be held responsible for consequent damage to property, and understand you are bound to the cost for all services set by and listed in the District's Rate Order. 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 initiation. A copy of the District's Rate Order is available upon request and on the Kingsbridge MUD website here: [www.kingsbridgemud.com](http://www.kingsbridgemud.com)

Printed Name: \_\_\_\_\_ Date: \_\_\_\_\_

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

Please submit a signed copy via one of the following: Email - [CustomerCare@SiEnv.com](mailto:CustomerCare@SiEnv.com)  
Fax - (832) 490-1502, or Mail - Si Environmental 6420 Reading Rd. Rosenberg, TX 77471

District website: [www.kingsbridgemud.com](http://www.kingsbridgemud.com)Operator's website: [www.sienv.com](http://www.sienv.com)

## CUSTOMER SERVICE AGREEMENT

- I. **PURPOSE.** Kingsbridge Municipal Utility District, (Kingsbridge MUD) is responsible for protecting the drinking water supply from contamination or pollution which could result from improper system construction or configuration on the residential connection owner's side of the meter. The purpose of this service agreement is to notify each customer of the restrictions which are in place to provide this protection. Kingsbridge MUD enforces these restrictions to ensure the public health and welfare. Each residential customer must sign this agreement before Kingsbridge MUD will begin service. In addition, when service to an existing residential connection has been suspended or terminated, Kingsbridge MUD will not re-establish service unless it has a signed copy of the Application for Resident Utility Service.
- II. **RESTRICTIONS.** The following 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 water system by an air-gap or an appropriate backflow prevention device.
  - B. No cross-connection between the public water supply and a private water system is permitted. These potential threats to the public 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 which allows water to be returned to the public drinking water supply 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 the installation or repair of plumbing at any connection which provides water for human use.
- III. **SERVICE AGREEMENT.** The following are the terms of the service agreement between Kingsbridge MUD and the Customer.
  - A. Kingsbridge MUD 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 potential contamination hazards. These inspections shall be conducted by the Kingsbridge MUD or its designated agent prior to initiating new water service; when there is reason to believe that cross-connections or other potential contamination hazards exist; or after any major changes to the private water distribution facilities. The inspections shall be conducted during normal business hours of the District's authorized Operator.
  - C. Kingsbridge MUD shall notify the Customer in writing of any cross-connection or other potential contamination hazard which has been identified during the initial inspection or the periodic reinspection.
  - D. The Customer shall immediately remove or adequately isolate any potential cross-connections or other potential contamination hazards on his premises.
  - E. The Customer shall, at his expense, properly install, test, and maintain any backflow prevention device required by Kingsbridge MUD. Copies of all testing and maintenance records shall be provided to Kingsbridge MUD.
- IV. **ENFORCEMENT.** If the Customer fails to comply with the terms of the Service Agreement, Kingsbridge MUD 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 agreement shall be billed to the Customer.

District website: [www.kingsbridgemud.com](http://www.kingsbridgemud.com)

Operator's website: [www.sienv.com](http://www.sienv.com)

## Drinking Water Disinfection Method

The disinfection process involves using chloramines (as opposed to 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 by-products (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.

### NOTIFICACIÓN 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.