

RATE ORDER

Amended Effective September 15, 2025

WHEREAS, Hurst Creek Municipal Utility District (the "District"), of Travis County, Texas, owns, operates and maintains a drainage system and a water and sewage system designed to serve present and future inhabitants within the District; and

WHEREAS, the District has previously established fees, charges and conditions for service from the District's drainage system and water and sewage system, as well as for trash and recycling service; and

WHEREAS, the Board of Directors has determined that the fees, charges and conditions for drainage, water, sewage, trash, and recycling services should be modified;

NOW, THEREFORE, BE IT ORDERED BY THE BOARD OF DIRECTORS OF HURST CREEK MUNICIPAL UTILITY DISTRICT that the following fees, charges and conditions for receiving drainage, water, sewage, trash, and recycling services from the District are hereby adopted:

I. RESIDENTIAL BILLING FOR WATER AND SEWAGE SERVICE:

- a. A Service Agreement must be executed and filed with the District's office prior to occupancy of a residence or business; a copy of said Service Agreement is attached as an exhibit to this document. If no Service Agreement is on file, the District will obtain the owner's information from the appraisal rolls of the Travis County Appraisal District and a Service Agreement will be forwarded to the person or persons listed as owner of the property. Failure to complete a Service Agreement with the District prior to occupancy may result in water disconnection.
- b. The District uses a two-month billing period (bi-monthly). Bills are mailed out around the second week of February, April, June, August, October and December, and are generally due around the 9th of the following month. A 10% penalty is added if payment is not received in the District Office by the due date. If payment is not received by the due date, the District will mail a Notice of Intent to Terminate Service. A door hanger will be placed on the residence or business' door two (2) days prior to the disconnection date. This door hanger will result in an additional \$15.00 fee that will be added to the past due amount. Failure to pay will result in termination of service. A Customer's obligation to make timely payments for service is not released or diminished because a bill was not received. For Returned checks a \$35.00 charge will be added to the customer's bill to cover the District's cost of handling and the service is subject to termination.

- c. **RESTORATION OF SERVICE.** A reconnection fee of \$100.00 is required with all other amounts due before the service is restored. In such an event, payment of the amount due must be in the form of credit card, cash, money order or cashier's check. Request for water to be reconnected must be received by 4:00 p.m. during business days, Monday through Friday, for the same day service. Water will not be reconnected on weekends or holidays. If service is restored by anyone other than the District's personnel, the meter will be locked or removed and a penalty of \$300.00 will be required before service is restored.

II. RESIDENTIAL RATES:

a. Bi-monthly Water Rates

After connection, the District shall charge the bi-monthly rate to each metered unit regardless of water usage.

The charge for treated water per living unit equivalent (LUE), based on the City of Austin's LUE schedule, shall be as follows:

Base Fee \$ 30.00 (for 2 months)

| | <i>No Drought</i> | <i>Drought Stage 1</i> | <i>Drought Stage 2</i> | <i>Drought Stage 3</i> | <i>Drought Stage 4</i> |
|------------------------|------------------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Water Usage | Rate per 1,000 gallons used | | | | |
| 0-15,000 gallons | \$2.50 | \$2.50 | \$3.00 | \$3.38 | \$3.75 |
| 15,001-30,000 gallons | \$3.00 | \$3.00 | \$3.60 | \$4.05 | \$4.50 |
| 30,001-50,000 gallons | \$3.50 | \$3.50 | \$4.20 | \$4.73 | \$5.25 |
| 50,001-80,000 gallons | \$4.25 | \$4.25 | \$5.10 | \$5.74 | \$6.38 |
| 80,001-100,000 gallons | \$4.50 | \$4.50 | \$5.40 | \$6.08 | \$6.75 |
| Over 100,000 gallons | \$5.50 | \$5.50 | \$6.60 | \$7.43 | \$8.25 |

When the Drought Stage changes the water rate will adjust to that level at the beginning of the next billing period following the Drought Stage change.

b. Bi-monthly Sewage Rates

After connection, sewer customers shall be billed bi-monthly. Sewer charges shall be based on the water usage during the previous December and January billing period, or calculated on actual water consumption bi-monthly if no winter month's consumption is available.

Base Fee \$ 20.00 (for 2 months)

| Wastewater Usage | Rate |
|-------------------------|--------------------------------------------------------------|
| | \$ 2.50 per 1,000 gallons not to exceed \$40.00 (maximum) |

In the event that the customer had no recorded water usage for the previous December and January billing period, or any portion thereof, then the bi-monthly charge for sewer service shall be based on the actual water usage and the base fee, not to exceed \$40.00 for both per two month billing period; provided, however, that the District may monitor the actual sewer flow from any customer and use the amount derived from such study to determine the monthly charge until the water usage data is available for the December and January period.

III. TRASH AND RECYCLING BILLING:

The District shall bill and collect bi-monthly garbage and recycling fees along with the water and sewer billings as set forth in the Order Approving Addition of Garbage Collection Charge to Water and Wastewater Bill, herein attached as an exhibit to this Rate Order.

IV. COMMERCIAL RATES AND BILLING:

- a. Commercial accounts will be billed **monthly**.

Potable Water base fee: \$15.00 per Living Unit Equivalent (LUE)

| | <i>No Drought</i> | <i>Drought Stage 1</i> | <i>Drought Stage 2</i> | <i>Drought Stage 3</i> | <i>Drought Stage 4</i> |
|-----------------------|------------------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Water Usage | Rate per 1,000 gallons used | | | | |
| 0-7,500 gallons | \$2.50 | \$2.50 | \$3.00 | \$3.38 | \$3.75 |
| 7,501-15,000 gallons | \$3.00 | \$3.00 | \$3.60 | \$4.05 | \$4.50 |
| 15,001-25,000 gallons | \$3.50 | \$3.50 | \$4.20 | \$4.73 | \$5.25 |
| 25,001-40,000 gallons | \$4.25 | \$4.25 | \$5.10 | \$5.74 | \$6.38 |
| 40,001-50,000 gallons | \$4.50 | \$4.50 | \$5.40 | \$6.08 | \$6.75 |
| Over 50,000 gallons | \$5.50 | \$5.50 | \$6.60 | \$7.43 | \$8.25 |

When the Drought Stage changes the water rate will adjust to that level at the beginning of the next billing period following the Drought Stage change.

Sewage base fee: \$10.00 per LUE

\$ 2.50 per 1,000 gallons used

Fire Hydrant

\$5.00 per 1,000 gallons used

b. Irrigation Water:

1. **Effluent Water:** The District shall charge a rate of \$2.50 per 1,000 gallons per month, based on actual amount of water used for the preceding month.
2. **Raw Water:** The District shall charge a rate of \$1.67 per 1,000 gallons and raw water is subject to the base fee minimum charge of \$25.00.

V. **TAP FEES:**

a. Water Tap Connection

Prior to connection to the District's water system, the applicant must present evidence that the building permit from the Hills Property Owners Association (the "Hills P.O.A.") Architectural Committee has been received and shall pay the tap fees described below to the District to cover the cost of inspection or connection and the cost of providing the water meter. No connections shall be covered in the ground until a representative of the District has inspected the connection. Water tap fees, when paid, shall entitle the person paying the water tap fee to connect to the District's Water System. Prior to the time that a Certificate of Occupancy for the house issued by the Hills P.O.A. Architectural Committee, water provided through the connection shall be used only for construction purposes and not for human consumption. Consumption of water by humans prior to issuance of a Certificate of Occupancy shall constitute grounds for immediate disconnection of any tap made and discontinuance of service.

If the facility being constructed is not certified for occupancy, then the District may disconnect and refuse to provide service. In such event, no subsequent connection may be made without payment of the water tap fee then in effect.

| Meter Sizes (inches) | Tap Fees |
|-------------------------|-------------|
| ¾ | \$1,391.70 |
| 1 | \$1,571.70 |
| 1-½ | * |
| 2 | * |
| 3 | * |
| 4 | * |
| 5 | * |
| 6 | * |

*Three (3) times the actual cost of the tap or connection, including all necessary labor, service lines and meters.

b. Sewer Tap Connection

All connections to the District's sewage system shall be made in accordance with the District's "Rules and Regulations Governing Sewer House lines and Sewage Connections" and latest edition of "The Uniform Plumbing Code." A sewer tap fee of \$2,000.00 shall be charged for each connection made to the District's sewage system. An additional charge will be made for larger connections. Sewer tap fees, when paid, shall entitle the person paying the sewer tap fee to connect to the District's sewage system. If the facility constructed is not certified for occupancy, then the District may disconnect any tap made and discontinue service or may refuse to provide service. In such event, no subsequent connection may be made without payment of the sewer tap fee then in effect.

c. Tap Deposit. A refundable tap deposit of \$750.00 will be required for new home construction. The tap deposit will be refunded when the home is sold, less any re-inspection fees, utility fees due, or repairs to the water or sewage facilities damaged during construction.

d. New Home Construction Inspections. No water or sewer connection or yard-line shall be covered in the ground before a representative of the District has inspected the connection (refer to the Order Establishing Rules and Regulations Governing Water and Sanitary Sewer Facilities). The fee for water and sewer inspections will be \$450.00 and is included with the new home "Tap Fee". The Builder will ensure that all inspections required by Hurst Creek M.U.D. shall be completed prior to occupancy of the home. Failure to meet this requirement will result in forfeiture of the deposit.

VI. DRAINAGE FEE:

a. Drainage construction and improvements will be completed in accordance with the District's "Drainage System Rules".

b. For new home construction, a \$2,500.00 or (\$5,000.00 for alternate ditch design) deposit ("Deposit") will be included with the tap permit fee obtained prior to construction to cover the costs of an engineering review of the required drainage plan and inspection of the final drainage construction. Both the Deposit and tap permit fee must be submitted to the District before the District will accept a drainage plan for review. If the District incurs engineering or inspection costs related to a drainage permit in excess of the initial Deposit, the District will invoice the permit holder for the additional costs, and the permit holder will pay the invoiced amount to the District within 30 days of the date of the invoice. If the costs the District incurs are less than the Deposit, the District will refund the excess amount when the meter is transferred from the permit holder to the homeowner. The District will only transfer ownership of the meter once outstanding amounts due by the permit holder are paid to the District in full.

- c. Replatted lots will be subject to the District's "Drainage System Rules". The District will require a Drainage Plan to be reviewed and approved by the District's engineer, at a cost of \$200.00, and completion of the drainage improvements prior to final approval. The Village of the Hills City Council will not approve a replat without the District's written approval that all drainage construction rules have been met and the necessary drainage facilities constructed.
- d. For the upgrade of an existing gravel or native ditch pursuant to the Drainage System Rules, the District will require a \$200.00 permit fee before such upgrade may be authorized for construction.

VII. PERMIT FEES:

| Permit Type | Fee |
|--------------------------------------------------|----------|
| Irrigation* | \$150.00 |
| Remodels (requiring plumbing inspections) | \$450.00 |
| Water Heater | \$ 90.00 |
| Propane | \$225.00 |
| Swimming Pool | \$225.00 |
| Swimming Pool with backflow device** | \$375.00 |
| Swimming Pool with propane (no backflow device) | \$375.00 |
| Swimming Pool with propane and backflow device** | \$600.00 |
| Water Yardline Repair | \$ 90.00 |
| Sewer Yardline Repair | \$ 90.00 |

**All irrigation system installations must be installed by a State of Texas licensed irrigation installer.*

***All backflow devices must be tested by a State of Texas licensed tester, this cost is not included with the irrigation or pool permit.*

VIII. MISCELLANEOUS PROVISIONS:

- a. Future Adjustments. The District reserves the right to adjust rates and fees from time-to-time when, in the opinion of the Board of Directors, such adjustments are required to meet the cost of administration, efficient operation, and adequate maintenance of the District's water supply, water distribution, and wastewater collection and treatment systems.
- b. No Free Service. No free service shall be granted to any user for water, sewer, and garbage/recycling services furnished by the District whether such user be a charitable or eleemosynary institution, a political subdivision, or a municipal corporation, and all charges for water, sewer and garbage/recycling shall be made as required herein.

- d. Extreme Weather Emergency. The Public Utility Commission adopted new rules regarding disconnections and late fees for nonpayment during Extreme Weather Emergencies based on legislation following the 2021 to allow the customer to pay, in one or more installments, an unpaid bill due during an extreme weather emergency after its due date. The provisions of this §24.173 adopted to be effective November 9, 2022, 47 TexReg 7405 Extreme Weather Emergency **Notice** is attached as an exhibit to this document. Winter Storm Uri. Under the new rules, the District is prohibited from disconnecting service or imposing late fees during an extreme weather emergency for nonpayment of a bill that is due during the emergency until after such emergency is over.

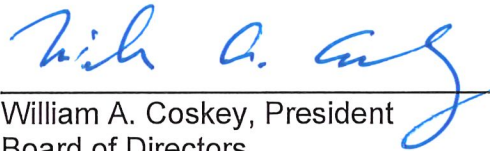
Under Section 24.173(b)(1), an extreme weather emergency is defined as a period beginning when the previous day's highest temperature in an area did not exceed 28 degrees Fahrenheit and the temperature is predicted to remain at or below that level for the next 24 hours according to the nearest National Weather Service reports for the area. An extreme weather emergency expires on the second business day in which the temperatures exceed 28 degrees Fahrenheit. District customers may request a payment schedule within 30 days from the date the extreme weather emergency ends.

- e. Drought Contingency Plan. All Customers must comply with the District's most current Contingency Plan, which is incorporated into this Order by this reference. Customers who fail to follow the Drought Contingency Plan will be assessed special penalties as outlined in addition to any other remedies available to the District by law or under their contract(s) with the District. Violators will be given a written notice specifying the type of violation, the date and time it was observed, and notice of any resulting penalties. Penalties will be added to the Customer's next bill and are due with the payment of the bill. By requesting and/or accepting Service from the District, each Customer agrees to comply with the provisions of the District's Drought Contingency Plan. If the Customer receives a Violation as outlined in Table 1-1 of the Drought Contingency Plan, compliance must be maintained for a period not less than six months in order to reset their compliance level.
- f. Effective Date. This order is effective for all water, sewer, drainage, and trash/recycling services provided after September 15, 2025.

This Order supersedes all prior orders, resolutions, and other actions of the Board concerning fees and charges for water and sewage service.

PASSED AND APPROVED this the 15th day of September, 2025.

HURST CREEK
MUNICIPAL UTILITY DISTRICT



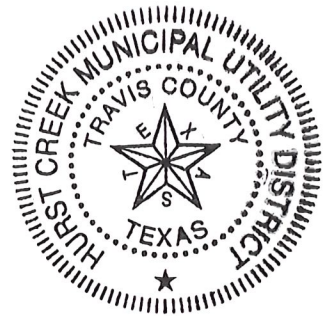
William A. Coskey, President
Board of Directors

ATTEST:



Mike Maroney, Secretary
Board of Directors

(SEAL)



EXHIBITS

**AMENDED ORDER APPROVING ADDITION OF GARBAGE COLLECTION CHARGE TO
WATER AND WASTEWATER BILL**

STATE OF TEXAS §
 §
COUNTY OF TRAVIS §

WHEREAS, Hurst Creek Municipal Utility District, is a municipal utility district formed and operating pursuant to Article XVI, Section 59 of the Texas Constitution;

WHEREAS, the District provides retail water and wastewater service to its customers located within the District's boundaries and charges its customers for such service in accordance with its amended rate order adopted to be effective September 15, 2025;

WHEREAS, the Village of the Hills provides garbage collection services to persons residing within the Village limits that are also District customers, and the Village, for the purposes of efficiency has requested that the District collect the Village charge for such services through its existing billing procedures for water and wastewater services on a bimonthly basis;

WHEREAS the District has agreed to provide this service to the Village and desires to set out the terms and conditions for its collection of such fee on behalf of the Village;

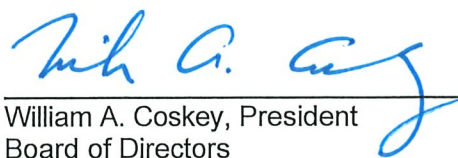
NOW, THEREFORE, be it ordered by the Board of Directors of Hurst Creek Municipal Utility District that:

1. The above recitals are true and correct and are incorporated herein for all purposes.
2. The District agrees to include a line item on its bi-monthly water and wastewater bill indicating the fee to be assessed by the Village for garbage collection, as that fee may be amended or changed from time to time by the Village. The current bi-monthly rate as of the date this Rate Order is adopted is \$44.00.
3. The District will collect payment from its customers for this garbage collection charge on behalf of the Village and remit payment of the same to the Village.
4. The District shall maintain on file in its office a copy of the effective ordinance or resolution of the Village imposing the garbage collection fee.

PASSED AND APPROVED this 15th day of September, 2025.

ATTEST:


Mike Maroney, Secretary
Board of Directors


William A. Coskey, President
Board of Directors



NOTICE REGARDING EXTREME WEATHER EVENTS

NOTICE TO CUSTOMER REGARDING EXTREME WEATHER EMERGENCY

Dear Customer:

The Public Utility Commission's rule in Title 16, Chapter 24 Texas Admin. Code § 24.173(d) prohibit HURST CREEK MUD from imposing a late fee or from disconnecting your retail water/sewer service for nonpayment of bills that are due during an extreme weather emergency until after the emergency is over.

An extreme weather event is defined as a period beginning when the previous day's highest temperature in your area did not exceed 28 degrees Fahrenheit, and the temperature is predicted to remain at or below that level for the next 24 hours according to the nearest National Weather Service reports for your area. For purposes of these requirements, an extreme weather emergency is over on the second business day the temperature exceeds 28 degrees Fahrenheit.

HURST CREEK MUD is required to offer a payment schedule to an affected customer that requests a payment schedule. If you are a customer of HURST CREEK MUD and are affected by an extreme weather emergency, you may request a payment schedule from HURST CREEK MUD for unpaid bills that are due during the extreme weather emergency.

For affected customers that request a payment schedule, HURST CREEK MUD is prohibited from disconnecting service for nonpayment of bills that are due during an extreme weather emergency. However, once a payment schedule is offered to the affected customer, **disconnections may resume if** (1) the affected customer declines to accept the payment schedule in a timely manner, **or** (2) if the affected customer has violated the terms of the payment schedule.

If you have a bill from HURST CREEK MUD due during an extreme weather emergency, then you are an affected customer and you qualify to request a payment schedule from HURST CREEK MUD for your bill.

Please contact our office at (512)261-6281 www.hurstcreekmud.org.

Thank You,
Hurst Creek MUD
102 Trophy Dr.
The Hills, TX 78738
www.hurstcreekmud.org

AVISO AL CLIENTE CON RESPECTO A UNA EMERGENCIA CLIMÁTICA EXTREMA

AVISO AL CLIENTE CON RESPECTO A UNA EMERGENCIA CLIMÁTICA EXTREMA

Estimado cliente:

La Comisión de Servicios Públicos de Texas en su título 16, capítulo 24 Texas Admin. Code § 24.173(d) prohíbe a HURST CREEK MUD de imponer un cargo por pago atrasado o desconectar su servicio de agua/drenaje por falta de pago de facturas que vencen durante una emergencia climática extrema hasta después del término de la emergencia.

Un evento climático extremo se define como un período que comienza cuando la temperatura más alta del día anterior en su área no superó los 28 grados Fahrenheit, y se pronostica que la temperatura permanecerá en o por debajo de ese nivel durante las próximas 24 horas de acuerdo con los informes del Servicio Meteorológico Nacional más cercanos de su área. Para los propósitos de estos requisitos, una emergencia climática extrema termina el segundo día en cual la temperatura excede los 28 grados Fahrenheit.

HURST CREEK MUD está obligado a ofrecer un plan de pagos a un cliente afectado que solicite un plan de pagos. Si usted es cliente de HURST CREEK MUD y se ve afectado por una emergencia climática extrema, puede solicitar un plan de pagos a HURST CREEK MUD, para las facturas no pagadas que vencieron durante la emergencia climática extrema.

Para los clientes afectados que solicitan un plan de pagos, HURST CREEK MUD tiene prohibido desconectar el servicio por falta de pago de facturas vencidas durante una emergencia climática extrema. Sin embargo, una vez que se ofrece un plan de pagos al cliente afectado, **las desconexiones pueden reanudarse si** (1) el cliente afectado se niega a aceptar el plan de pagos de manera oportuna, o (2) si el cliente afectado ha violado los términos del plan de pagos.

Si tiene una factura de HURST CREEK MUD que vence durante una emergencia climática extrema, entonces usted es un cliente afectado y califica para solicitar un plan de pagos de HURST CREEK MUD para su factura.

Por favor, póngase en contacto con nuestra oficina al teléfono: (512)261-6281 www.hurstcreekmud.org.

Gracias,

Hurst Creek MUD
102 Trophy Dr.
The Hills, TX 78738
www.hurstcreekmud.org



102 Trophy Drive
The Hills, Texas 78738
512-261-6281

Email: frontdesk@hurstcreekmud.org

SERVICE AGREEMENT

DATE: ____ / ____ / ____

SERVICE ADDRESS: _____ START SERVICE DATE: ____ / ____ / ____

CUSTOMER'S NAME: _____

SPOUSE/ALTERNATE NAME: _____

TELEPHONE NUMBER: _____ ALTERNATE NUMBER: _____

BILLING ADDRESS: _____

E-MAIL ADDRESS: _____

ALTERNATE E-MAIL ADDRESS: _____

Check Applicable Items: RESIDENTIAL/OWNER ☐ RESIDENTIAL/TENANT ☐

BILLING/NOTIFICATIONS: EMAIL ☐ MAIL ☐ BOTH ☐

- I. **PURPOSE.** Hurst Creek Municipal Utility District ("District") is responsible for protecting the drinking water supply from contamination or pollution, which could result from improper plumbing practices. The purpose of this service agreement is to notify each customer of the plumbing restrictions, which are in place to provide protection. The District enforces these restrictions to ensure the public health and welfare. Each customer must sign this agreement before the District will begin service. In addition, when service to an existing connection has been suspended or terminated, the District will not reestablish service unless it has a signed copy of this agreement.
- II. **SERVICE AGREEMENT.** The following are the terms of the service agreement between the District and _____ ("Customer")
- A. The District will maintain a copy of this agreement as long as the Customer and/or the premises practice.
 - B. The Customer agrees to pay all established rates, charges and fees, and to comply with all rules and regulations of the District now existing or revised.
 - C. The District is responsible for all service lines up to and including the water meter. The Customer shall maintain and repair, at their own expense, a service line from the water meter to the point of use, including any customer service isolation valves, pressure regulating valve, backflow preventers, and other equipment as may be specified by the District.
 - D. Once service commences in the name of the Customer, such service shall continue until the District is notified by the account holder that service should be discontinued. Rates and charges will continue to accrue to the Customer's account until such notice is received and may result in collection activity to recover unpaid amounts.

- E. The Customer shall allow and consents to access to their property for sampling, repairs and maintenance, and inspection for possible cross-connections and other undesirable plumbing practices. Activities requiring access to the Customer's property shall be conducted by the District or its designated agent prior to initiation of service and as needed thereafter. Inspections shall be conducted during the District's normal business hours, which are Monday through Friday from 7:00 A.M. until 4:00 P.M. (closed from 11:00 A.M. until 12:00 P.M. for lunch), except in an emergency and with prior notice to the Customer.
 - F. The District shall notify the Customer in writing of any cross-connections and other undesirable plumbing practice on his premises.
 - G. The Customer shall immediately correct any undesirable plumbing practice on his premises.
 - H. 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.
 - I. The Customer shall comply with the current District Water Conservation and Drought Contingency Plan. In the event the total water supply is insufficient to meet all the needs of the Customers, or in the event there is a shortage of water, all Customers are required to comply with any water rationing plan indicated by the District.
 - J. The District has adopted the 2018 Edition of the Uniform Plumbing Code (Code).
- III. **PLUMBING RESTRICTIONS.** The following undesirable 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 airgap or an appropriate backflow prevention device.
 - B. No cross-connection between the public drinking water supply and 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 airgap or a reduced pressure-zone backflow prevention device.
 - C. No connection, which allows condensing, cooling, or industrial process 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 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.
- IV. **BILLING.** The District follows a two-month billing period (bi-monthly). Bills are mailed out by approximately the second week of February, April, June, August, October, and December. They are generally due around the 9th of the following month. A 10% penalty is added if payment is not received in the District Office by the due date. If payment is not received by the due date, the District will mail a Notice of Intent to Terminate Service. A door hanger will be placed on the residence or business' door two (2) days prior to the disconnection date. This door hanger will result in an additional \$15.00 fee that will be added to the past due amount. Failure to pay will result in termination of service. A Customer's obligation to make timely payments for service is not released or diminished because a bill was not received. A \$35.00 charge will be added to the customer's bill for any returned checks to cover the District's cost of handling and the service is subject to termination.
- V. **RESTORATION OF SERVICE.** A reconnection fee of \$100.00 is required with all other amounts due before the service is restored. In such an event, payment of the amount due must be in the form of credit card, cash, money order or cashier's check. Request for water to be reconnected must be received by 4:00 P.M. during business hours (Monday through Friday) for service to be restored. After disconnection, if service is restored by anyone other than the District's personnel, the meter will be locked or removed and a penalty of \$300.00 will be required before service is restored.
- VI. **ENFORCEMENT.** If the Customer fails to comply with the terms of the Service Agreement, the District 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 the enforcement of this agreement shall be billed to the Customer.

VII. CUSTOMER SERVICE AND PROTECTION. Extreme Weather Emergency. The Public Utility Commission adopted new rules regarding disconnections and late fees for nonpayment during Extreme Weather Emergencies based on legislation following the 2021 Winter Storm Uri. Under the new rules, the District is prohibited from disconnecting service or imposing late fees during an extreme weather emergency for nonpayment of a bill that is due during the emergency until after such emergency is over.

Under Section 24.173(b)(1), an extreme weather emergency is defined as a period beginning when the previous day's highest temperature in an area did not exceed 28 degrees Fahrenheit and the temperature is predicted to remain at or below that level for the next 24 hours according to the nearest National Weather Service reports for the area. An extreme weather emergency expires on the second business day in which the temperatures exceed 28 degrees Fahrenheit. District customers may request a payment schedule within 30 days from the date the extreme weather emergency ends to allow the customer to pay, in one or more installments, an unpaid bill due during an extreme weather emergency after its due date. The provisions of this §24.173 adopted to be effective November 9, 2022, 47 TexReg 7405. Extreme Weather Emergency Notice can be found posted at site of work and on our website at <https://www.hurstcreekmud.org/Faq.aspx?QID=164>

CUSTOMER'S SIGNATURE: _____ **DATE:** _____
(digital or physical acceptable)

SPOUSE/ALTERNATE'S SIGNATURE: _____ **DATE:** _____
(digital or physical acceptable)

Hurst Creek MUD Residential Payment Guide

Your Bi-monthly* bill includes the following:

Water, Sewer, & Trash

*Billing months: Feb, April, June, Aug, Oct, Dec

Payment options:

- Online Bill Pay (www.hurstcreekmud.org) Click the **green** button on the home page
- 1. Auto-pay on the due date via Credit/Debit Card or Bank Draft
- 2. Schedule/make one-time payments via Credit/Debit Card or Bank Draft
- 3. Quick Pay option (without logging into your account)
 *Auto pay instructions can be found online under **Services > Utility Rates & Billing**
- 4. 24/7 phone line 866-398-9456 (have your account number and last payment amount ready - first time customers please use 0.00)
- 5. QR Code on the front of your bill
- 6. Mail check payments to our office:
 102 Trophy Drive
 The Hills, TX 78738
 You may also drop payments in our mailbox (stone entrance sign) at the same location or the drop box outside the office door (during business hours)
 - Manual Bank Draft on due date done in-house by Hurst Creek MUD (voided check and bank draft agreement from the back of your bill must be submitted)
 - You may also set up bill pay through your bank to mail a check (please allow at least 10 business days for the post office to deliver to our office on time)
 - Call our office during regular business hours for one-time Credit/Debit Card payments (512) 261-6281, option 2 (Monday-Friday 7AM to 4PM - closed daily for lunch 11AM -Noon)

All residents have access to their water meter at www.waterscope.us which provides digital reads every five (5) minutes. We encourage our residents to sign-up for this and set-up leak alerts to manage their water usage. (You will need the meter number from your bill to sign up or call our office for assistance!)



512-261-6281, option 2
HurstCreekMUD.org

- Water Services
- Wastewater Services
- Drainage
- Effluent Reuse
- Storm Water Management
- Plumbing Permits
- Utility Billing

MUD is an acronym for Municipal Utility District. It is a political subdivision regulated by the Texas Commission on Environmental Quality. A MUD's main function is to provide water, wastewater and drainage services within its boundaries.

512-261-6281, option 1
TheHillsTX.gov

- Public Safety Management
- Parks & Recreation
- Common Area Maintenance
- Solid Waste & Recycling
- Wildlife Advisory
- Plats / Replats
- Floodplain Management

The Village of The Hills was incorporated as a Type B General Law municipality in the State of Texas in May 1997. The Hills is a city with predominantly single family homes and one business in the community.

512-261-6281, option 3
engage.goenumerate.com/home.php

- Deed Restriction Enforcement
- Security
- Gates / RFID Tags
- Street Paving & Repairs
- Home Improvements
 - Architectural
 - Landscaping
- Association Dues

The Hills Property Owners Association (POA) manages and regulates The Hills residential community as outlined in the Master Declaration.

102 Trophy Drive, The Hills, TX 78738