



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 front 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

- 24/7 phone line 866-398-9456 (have your account number and last payment amount ready - first time customers please use 0.00)

- QR Code on the front of your bill

- Mail check payments to our office:

102 Trophy Drive
The Hills, TX 78738

You can 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 to make it on time)

- Call our office during business hours for one-time Credit/Debit Card payments 512-261-6281 (Monday - Friday 7 AM to 4PM closed for lunch 11AM -12PM)

Start Monitoring Your Water Usage with WaterScope

Visit www.waterscope.us to begin tracking your daily water usage. To register, you'll need your meter number (VN ID), which can be found on your water bill.

Meter data is uploaded at the end of each day at midnight. While real-time data is not available, you are able to view all usage up until midnight the previous day. WaterScope updates digital meter readings every five minutes, giving you detailed insight of your water consumption. We kindly encourage all customers to sign-up and enable leak alerts to help detect issues early and manage usage more efficiently.

Feel free to contact our office if you need assistance, as we are always happy to help!



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 Areas 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.

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