

THE WOODLANDS MUNICIPAL UTILITY DISTRICTS

2455 Lake Robbins Dr. The Woodlands, TX 77380

Phone: (281)-367-1271 Fax: 281-298-7216 Website address: www.wjpa.org

WATER AND SEWER SERVICE APPLICATION

Application Fee: \$35.00 (Non-Refundable)

Name(s) of Applicant(s) (please print) _____

Service Address _____ ZIP _____

Home Phone # _____ Cell # _____ Other # _____

Email: _____ Bill to be sent to: Service Address

Please mark all that apply and provide required copies of documentation. Email Address

Owner - Proof of ownership required, ex. Closing Disclosure, Settlement Statement, Tax Bill Other Address

Landlord - Allows account to automatically revert to Owner between tenants Other Address: _____

Realtor/Management Company - Copy of Agreement with Owner required _____

Tenant - Copy of Lease Required – All Tenants on lease are required to be applicants _____

Payment for Application Fee and Deposit will be made by: (Please mark one)

OWNER DEPOSIT \$125.00 Cash Check Money Order **Make check or M/O payable to: M.U.D.**

TENANT DEPOSIT \$200.00 Master Card /Visa/Am Ex/Discover

**All deposits are applied to final bills when applicant disconnects service. Credit/Debit information can no longer be sent by email. Please provide a contact number for a Customer Accounts Rep to contact you within 72 hours (3 days) for payment information.

(_____) _____ - _____

Applicant requests water and sewer services at the above service address and assumes full responsibility for payment of all charges based on the District's established rates and for continuing compliance with the District's rules, regulations and policies until discontinuance of such services and payment in full of the final bill.

Applicant understands and acknowledges that the District is a governmental agency and public utility engaged in the governmental function of providing public water, sewer and drainage services, and that, by receiving and acting upon this application and by providing or undertaking to provide such services, the District is not undertaking to conclude or enter into a contractual arrangement with Applicant, to establish an open account with Applicant, or to undertake any continuing obligation to Applicant, other than to provide or undertake to provide such governmental services to the premises in accordance with and subject to Applicant's continuing compliance with the District's rules, regulations and policies. Accordingly, Applicant understands and acknowledges that by providing such services or by administering rules, regulations and policies relating to acceptable plumbing practices and procedures, the District assumes no liability or responsibility for resulting damages or injury, of any kind, to persons or property, including, without limitation, damages or injury resulting directly or indirectly from the use of such services on the above premises or from any interruption, non-availability or inadequacy of such services. Applicant further understands and acknowledges that it is Applicant's sole responsibility: (1) for any failure, defects or inadequacies in the piping, plumbing, fixtures or appliances on the above premises and for any losses of water, damages, or injuries resulting from same, (2) to maintain in serviceable condition all sewer lines within the property boundaries of such premises, and (3) to furnish and maintain a private water service cut-off valve on the Applicant's side of the District's water meter(s) serving the premises.

Finally, Applicant understands and acknowledges that: (1) water and sewer service bills will be calculated in accordance with the District's established rate schedules, with water service based on the meter reading of the amount consumed for the period and sewer service based on a calculated return flow of metered water consumption; (2) bills are due and payable upon presentation and payment may be made at the office of the District; (3) a fee will be assessed to your account for all late notices; (4) any reconnect fees, additional deposits, and all past due charges must be paid before any reconnection can be made on accounts disconnected for non-payment; (5) an additional deposit may be required if applicant is late twice in a row or service is disconnected for non-payment; (6) separate water meters and billings, without accompanying sewer charges, are available from the District for irrigation purposes upon Applicant's request, payment of applicable tap fees and water use charges, compliance with the District's rules, regulations and policies, and assumption of responsibility for properly connecting Applicant's irrigation system to such irrigation water meter.

Date Service is to Begin _____ **Applicant(s) Signature(s)** _____

(All Applicants must sign)

A Drop Box is available in the parking lot at 2455 Lake Robbins Drive, The Woodlands, TX

THE MUNICIPAL UTILITY DISTRICTS IN THE WOODLANDS

CUSTOMER INFORMATION CONFIDENTIALITY NOTICE

Under the provision of the Open Records Act, any person may request and is entitled to receive, almost any information retained by a governmental entity. Inasmuch as your municipal utility district is a political subdivision of the State and therefore, a governmental entity, the District is obliged to comply with the provisions of the Open Records Act. However, the Texas legislature passed H.B. 859 in 1993 providing customers of a Municipal Utility District the right to request that their address and/or telephone number remain confidential from all requesting parties with certain exceptions. The District must still provide this information to the following parties which are exempt from the confidentiality request provisions of the Open Records Act:

- An official or employee of the State or a political subdivision of the State, or the federal government acting in an official capacity;
- An employee of a utility acting in connection with the employee's duties;
- A consumer reporting agency;
- A contractor or subcontractor approved by and providing services to the utility or the State, a political subdivision of the State, the federal government, or an agency of the State or federal government;
- A person for whom the customer has contractually waived confidentiality for personal information; or,
- Another entity that provides water, wastewater, sewer, gas, garbage, electricity, or drainage services for compensation.

If you wish to elect the confidentiality provision and ask us to exclude this information from usual requests (exceptions noted above), please check "YES" below, complete the requested information and return this form to us, either with your bimonthly bill or separately.

You have no obligation to request this action, only the right. If you do not want this option, do nothing.

____ YES, I want to make my address and/or telephone number confidential from requests by entities or persons not specifically exempted by House Bill No. 859.

Signature

Printed Name of Account Holder

_____, The Woodlands, Texas _____
Service Address Zip Code

Please return this completed form to: *The Woodlands Joint Powers Agency
P.O. Box 7580
The Woodlands, Texas 77387-7580*
Email to billingdepartment@wjpa.org
or fax to 281-298-7216

Important Account Holder Information

*****PERMANENT DEFINED IRRIGATION WATER RESTRICTIONS ARE IN EFFECT*****

Odd Addresses (those ending in 1,3,5,7,9) are to water from 8 p.m. Tues. to 6 a.m. Wed. & from 8 p.m. Fri. to 6 a.m. Sat.

Even Addresses (those ending in 0,2,4,6,8) are to water from 8 p.m. Wed. to 6 a.m. Thurs. & from 8 p.m. Sat. to 6 a.m. Sun.

The Odd/Even Defined Irrigation Program, which began in January, 2013, requires that all addresses with in-ground irrigation systems in The Woodlands adhere to the program which allows for two-nights-a-week watering.

Fines are assessed after an initial warning is posted.

For further information on the Defined Irrigation Plan or fines please follow this link:

<http://wjpa.net/water-conservation/defined-irrigation-schedule/>

IMPORTANT BILLING FAQs:

- Bills are mailed by the 30th of every month
- All bills are due 30 days after the original mailing date.
- If you receive a late notice, a \$15 fee is applied to your account.
- Accounts that are disconnected for non-payment will have an additional \$75.00 fee applied to the past balance that must be paid before the water will be reconnected.
- Also, an additional deposit may be required if you are late two months in a row or more than one disconnect for non-payment occurs on your account.
- Our sewer averaging period is from the meter read in November through the meter read in February.

WATER AND SEWER RATES can be found at the following link: <http://wjpa.net/customer-service/water-and-sewer-rates/>

SURFACE WATER CONVERSION FEE(SWC FEE) information can be found at: <http://wjpa.net/grp/>

PAYMENT OPTIONS

1. For Automatic Payment follow this link: <http://wjpa.net/customer-service/forms/>

2. Automated Phone System 24 hrs. a day @ 281-367-1271 Ext. 1 or 1-877-281-6436

3. Register your account to pay on our website: <http://wjpa.net/customer-service/water-sewer-bill-payments/>

4. Electronically from your banks bill pay service.

*When doing so please include the dashes in your account number and use the following address for electronic payments:

The Woodlands Joint Powers Agency

PO Box 7580

The Woodlands, TX 77387

5. Mail your check in the return envelope provided with your payment stub, or come in to the office and pay by cash, check, or credit/debit card

*****It is your responsibility to contact this office to disconnect water service when you move out. *****