

Harris County MUD No. 71

When applying for water service in Harris County MUD No. 71 you will need to fill out the attached Application for Service and Service Agreement. For the initial account activation, you will need to bring the required paperwork into the office or if out of town, overnight it to our office located at 12841 Jones Rd, Suite 120, Houston, Texas 77070 along with the following:

***If documents are not presented in person, they must be notarized.**

If you purchased the residential property:

- Proof of purchase i.e.: Closing Disclosure or Settlement Statement
- Picture ID
- Check or money order in the amount of \$150.00 (\$125.00 Deposit + \$25.00 Connect Fee) payable to Harris County MUD No. 71

If you are leasing or managing the residential property:

- A copy of your signed Lease agreement or Management agreement
- Picture ID
- Check or money order in the amount of \$225.00 (\$200.00 Deposit + \$25.00 Connect Fee) payable to Harris County MUD No. 71

-All the aforementioned documentation must be received in order for service connections to take place.

-Service connection is a next business day service. Connection takes place Monday – Friday between the hours of 8:00 am – 5:00 pm.

Should you have any questions or concerns please contact our office at 281-897-9100.

**Business Hours:
Monday- Friday 8:00 am - 5:00 pm
Lobby Closes at 4:00 pm**

We look forward to serving you.
Have a great day!

HARRIS COUNTY MUD NO. 71

Service Agreement

- I. **PURPOSE.** The 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 this protection. The utility enforces these restrictions to ensure the public health and welfare. If service to an existing connection has been suspended or terminated, the water system will not re-establish service unless it has a signed copy of this agreement.
- II. **PLUMBING RESTRICTION.** The following unacceptable 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 air-gap or an appropriate backflow prevention device
 - B. No cross-connection between the public drinking water supply and a 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 air-gap or a reduced pressure-zone backflow prevention device.
 - C. No connection that allows water to be returned to the public drinking water supply is permitted.
 - D. No pipe or pipe fitting which contains more than 8.0 percent 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 percent 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 The District (the "Water System") and _____ (The "Customer").
- A. The Water System will maintain a copy of this agreement as long as the Customer and/or the premises are connected to the Water System.
 - B. The Customer shall allow his property to be inspected for possible cross connections and other undesirable plumbing practices. The Water System or its designated agent, shall conduct these inspections, prior to initiating service and periodically thereafter. The inspections shall be conducted during the Water System's normal business hours.
 - C. The Water System shall notify the Customer in writing of any cross-connection or other undesirable plumbing practice, which has been identified during the initial inspection or the periodic re-inspection.
 - D. The Customer shall immediately correct any undesirable plumbing practice on his premises.
 - E. The Customer shall, at his expense, properly install, test and maintain any backflow prevention device required by the Water System. Copies of all testing and maintenance records shall be provided to the Water System
- IV. **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.

V. PREMISES READY FOR SERVICE. I hereby certify that, my home, or the home under my care, will be prepared to have the water turned on, as requested, on the date of service. All faucets, washer connections and outside hydrants will be off. I understand that neither the District, nor its management personnel, is responsible for any damage(s) resulting from the fulfillment of my request

_____	_____
Service Address	Date of Service
_____	_____
Signature	Printed

State of Texas law provides Water System Customers the right to request that the Water System or its agents do not disclose certain confidential information in accordance with the Vernon's Annotated Civil Statutes, Article 1446h, Section 1-6. If you wish to request this confidentiality, you must check the box below.

I request that the Water System or its agents do not disclose confidential information.

HOME PHONE NUMBER: _____

WORK PHONE NUMBER: _____

DATE: _____

CERTIFICATE OF ACKNOWLEDGMENT OF NOTARY PUBLIC

STATE OF TEXAS

COUNTY OF _____

This document was acknowledged before me on this _____ [DATE] by

_____ [NAME OF PRINCIPAL]

SIGNATURE OF NOTARIAL OFFICER

[NOTARY SEAL]

My Commission Expires _____

District: _____

Water Service Application

TODAYS DATE: _____ REQUESTED SERVICE DATE: _____

OWNER [] LEASING [] REALTOR []

Does the home have a pool? Yes or No Sprinkler System? Yes or No

SERVICE ADDRESS: _____

City: _____ State: Texas Zip: _____

Mailing Address (if different from above): _____

City: _____ State: Texas Zip: _____

Name on Account (**Primary**): _____

Social Security No. _____ Driver's License No. _____ Date of Birth _____

Name on Account (**Secondary**): _____

Social Security No. _____ Driver's License No. _____ Date of Birth _____

Cell Phone # () - _____ Work Phone # () - _____

PURCHASE PROPERTY / LEASE PROPERTY

Mortgage/Landlord Name: _____

Phone No.: _____

I hereby certify that, my home, or the home under my care, will be prepared to have the water turned on, as requested, on the date of service noted above. All faucets, washer connections and outside hydrants will be off. I understand that neither my MUD, nor its management personnel, is responsible for any damage(s) resulting from the fulfillment of my request.

Signature: _____ Printed: _____

OFFICE USE ONLY:

DEPOSIT AMOUNT: \$ _____	DATE COLLECTED: _____	CHECK NUMBER: _____
ACCOUNT No. _____		
SERVICE ORDER CREATED: _____	READING: _____	
ENTERED IN COMPUTER: _____		

Harris County MUD No 71

You can pay by credit card, debit card or eCheck.
Visa, MasterCard, Discover, and Amex are all accepted.

Harris County MUD No 71 has teamed up with **First Billing Services** to provide more choices to our customers. Please review the information below for options available through First Billing Services:

- Web payments: Log onto <https://www.regionalwater.net/> to access the online portal. You can register your account, OR pay as a guest!
- Live agent assisted payments: call 1-855-270-3592.
- Automated phone payments: Call ***Harris County MUD No 71*** (Integrated Voice Recognition System) and follow the prompts. This service is available 24/7. **877-445-2564**
- Text & Pay: **A new and exciting feature available to you!** Register your account via the online portal to sign up for Text & Pay.
- Automatic Monthly Payments: Log in online OR contact First Billing at 1-855-270-3592 to sign up for auto payments. You can select your payment method, pick your date, and the payment amount. Each month, you will receive emails confirming the payment was successful.

While you will be paying your bill to your water district; First Billing Services assesses a fee for each **credit/debit card (3.99%) and eCheck (\$0.99) transaction**, while using these convenient services.

**For more information or assistance with registration;
Call First Billing at 1-855-270-3592
or visit the website at <https://www.regionalwater.net/>**

Harris County MUD No. 71

Eye On Water App

<https://eyeonwater.com/signup>

EyeOnWater

Monitor Your Water Usage From Home Or On The Go!

FREE, QUICK AND EASY WAY TO SAVE WATER AND MONEY!

Now You Can Securely And Directly View Your Water Usage By Creating An Account

- 1** Visit <https://eyeonwater.com/signup> on your computer or smartphone using a supported web browser
- 2** Enter your service area zip code:
Enter billing account number as seen on your bill.
Enter your email address.
- 3** Create and Confirm a password. You will get a confirmation email from BEACON. You must verify your email address by clicking on this link.
- 4** Once you do, you can sign in using your email and password.

Follow these simple steps on your computer or smartphone device to get started.

You can now sign in to your EOW account.

Go to the App Store on your Android or iPhone and search for "eye on water." Download and Open the free App to your smartphone

Open the App & Tap on the Sign-Up button.

Enter your account ID. (exactly as it appears on the bill) & Enter your service area zip code

Verify the correct account is located & select "Yes, That's Me" or "Go back"

Enter Your Name and a valid E-mail address

Create a password & Verify that you have read the Terms of Service

Tap on the Submit button, an email will be sent to the email you provided.

Tap on the "Click Here" in the email to verify it is valid.

Then select that you have verified your email.

SUCCESS

Dear Resident,

As part of an ongoing effort to improve services to our customers, Harris County Municipal Utility District No. 71 is offering EyeOnWater (EOW). By creating an account on EOW via their website or using the smart phone app, you can connect to your water utility account to review and analyze your hourly, daily or monthly water usage or water usage patterns, view easy to understand graphs, receive alerts on possible leaks at your property and so much more. This link can also be found on your district webpage at www.hcmud71.com.



Computer Instructions:

Now you can securely and directly view your water usage by creating an account following the simple steps below:

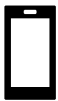
1. Visit <https://eyeonwater.com/signup> on your computer using a supported web browser.
2. Enter your service area zip code: **77449**
3. Enter your billing account number as shown on your billing statement: **50099-1000000000**

Click Next

Verify that your information is correct, then click Next

4. Enter your name and email address.
5. Create and confirm a password.
6. You will get a confirmation email from BEACON. You must verify your email address by clicking on this link. Once you do, you can sign in using your email and password.

***Check your SPAM or Junk folder if you do not receive this email.*



Phone App Instructions:

1. Go to the App Store on your Android or iPhone and search for "eye on water."
(Note if using an iPad make sure to select iPhone only from the drop-down menu)
2. Download the free App to your iPhone or Android Phone.
3. Open the App.
4. Tap on the Sign-Up button.
5. Enter your Zip Code.
6. Enter your Account ID. (exactly as it appears on the bill)
7. Verify that it is the correct account located & select "Yes, That's Me" or "Go back"
8. Enter Your Name
9. Enter a valid e-mail address.
10. Create a password.
11. Verify that you have read the Terms of Service.
12. Tap on the Submit button.
13. An email will be sent to the address you provided.
14. Click or tap on the "Click Here" in the email to verify it is valid.
15. Then select that you have verified your email.

You can now sign into your account. Please note you cannot create a leak alert from the app, please use www.eyeonwater.com