

HMW SPECIAL UTILITY DISTRICT  
PO BOX 837  
PINEHURST TX 77362  
Phone: 281-356-5060

INSTRUCTIONS FOR COMPLETING FORMS FOR WATER SERVICE

REQUIRED DOCUMENTS:

1. Valid I.D. Proof of identification with full name, photograph and date of birth, by current Texas's driver's license or identification certificate, current United States passport, foreign passport with current entry visa, current United States military identification, or United States Citizenship Certificate or Certificate of Nationalization.
2. LEASING OR RENTING PROPERTY:  
Copy of Lease or Rental agreement. Lease or Rental agreement must show name of lessee, service address, and date property can be occupied by lessee. Lease must be signed by both lessor and lessee.
3. PURCHASING OR OWNER OF PROPERTY:  
Copy of Settlement Agreement showing owner's name, service address, and closing date; or copy of current tax receipt showing property owner's name and service address.
4. Complete and sign Service Agreement Forms – Page 1 and 2
5. Complete and sign Backflow Prevention Device Form.
6. Deposit and processing fee. Cash, check and Visa/MC are accepted payments.
6. Next Day Service Monday thru Wednesday. Thursday service will be the following Monday. If holiday, next business day.
7. Call HMW office if you have questions concerning this information 281-356-5060. Office hours Monday – Thursday 7:30 a.m. –5:00 p.m. Closed on Friday.

# HMW SPECIAL UTILITY DISTRICT

PO BOX 837  
PINEHURST, TX 77362  
281-356-5060

Account No:		Date:
Customer Name		
Mailing Address City, State, Zip		
E-Mail Address		
Service Address		
Subdivision		
County	<input type="checkbox"/> Commercial	<input type="checkbox"/> Residential
Previous Residence		

### SERVICE AGREEMENT:

HMW Special Utility District (the "Utility") agrees to sell and deliver water to the Customer and the Customer agrees to purchase and receive water from the Utility in accordance with and subject to all provisions of its current Rate Tariff and Order ("Tariff") and the applicable regulations of the Texas Commission on Environmental Quality and its successor agencies. **The Tariff is available for the Customer's review at the Utility's offices during normal business hours.**

Customer agrees to have no cross connections between his potable (safe) water supply and any non-potable (un-safe) water supply, to comply with all applicable regulations of the Texas Commission on Environmental Quality (TCEQ) and the provisions of the Utility's Tariff, including but not limited to the prohibitions that no pipe or pipe fitting shall contain more than 8.0% lead and no solder or flux used in the installation or repair of the drinking water plumbing shall contain 0.2% lead. The Customer agrees to allow the Utility's employees access to the Customer's property and premises at all reasonable times for the purpose of inspecting for and correcting such cross connections or other unsafe plumbing practices, as further set forth in the Tariff.

The Customer hereby agrees to cooperate with the Utility employees in the discharge of their duties, and will not tamper or allow other persons to tamper with the property of the Utility, which includes the water meter. In the event of such tampering, the Customer shall be responsible to the Utility for damages to the Utility's property and the Utility may terminate service to the Customer, either with or without notice as provided in the Tariff.

**The Customer may install, on his side of the meter, devices for freeze protection, cut-off valves, pressure relief valves and check valves, to protect the Customer's real or personal property from damage that could be sustained from water, lack of water, freezing temperatures, low or high pressure or water service interruptions. The Customer is hereby notified that if the water meter turns after it is installed by the Utility, the meter will be pulled and no water will be available until the Customer contacts the office of the Utility to re-schedule installation. A re-scheduled installation will result in a service charge as provided in the Tariff. The Customer agrees that the Utility shall not be responsible, and the Customer shall hold harmless the Utility, for any claims, costs or damages that the Customer might assert based on the Utility's exercise of this policy.**

#### Policy for Deposits

If service is not connected, or after disconnection of service, the Utility shall refund the Customer's deposit or the balance thereof, if any, as provided in the Utility's Tariff.

\_\_\_\_\_  
**Customer Signature**

\_\_\_\_\_  
**Authorized HMW Signature**

#### Office Use Only:

Install Date	CSI Fee	Sewer Tap Fee
Water Tap Fee	Transfer/Connect Fee	Deposit
Total Charges	Amount Paid	Payment Method

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Customer Name			
Mailing Address City, State, Zip			
E-Mail Address			
Service Address		<input type="checkbox"/> Rent	<input type="checkbox"/> Own
Home Phone Numbers			
Alternate Phone Number			
County		<input type="checkbox"/> Commercial	<input type="checkbox"/> Residential
Obstacles (i.e., dogs, fences)			
Drivers License Number			
Social Security Number			
Does the residence have:	<input type="checkbox"/> Sprinkler System	<input type="checkbox"/> Private Well	<input type="checkbox"/> Swimming Pool
Have you previously had service with HMW?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	

## ADDENDUM TO SERVICE AGREEMENT

**\*EXCEPT AS SPECIFIED IN THE SERVICE AGREEMENT, THE METER WILL BE TURNED ON AT TIME OF INSTALLATION\***

***Customer is responsible for ensuring that no leaks are present and faucets are turned off, etc. when service is activated. HMW will not be responsible for any damages caused by leaks or overflows. If desired by the Customer, a shut-off valve should be installed 3' to 6' from the meter on the customer side of the meter. If no shut-off valve is installed and the Customer requests that service be shut off at the meter because of leaks or for any other reason, a service charge will be incurred as set forth in the Tariff.***

Customer Signature \_\_\_\_\_

# HMW SPECIAL UTILITY DISTRICT

## BILLING INFORMATION

### WATER RATES

5/8" x 3/4" Meter	Base Rate includes 0 Gallons	\$ 43.70
1" Meter	Base Rate includes 0 Gallons	\$ 56.35
1-1/2" Meter	Base Rate includes 0 Gallons	\$ 112.70
2" Meter	Base Rate includes 0 Gallons	\$ 193.20

#### *Additional Fees*

Pumpage Fees for Harris County	NHCRWA	\$ 1.75	Per 1,000 Gallons	
Pumpage Fees for Montgomery County	LSGCD	\$ 0.08	Per 1,000 Gallons	
SJRA Fee for Montgomery County	SJRA	\$ 1.25	Per 1,000 Gallons	
Generator Assessment Fee both counties		\$ 3.50	Flat Fee	

0 – 5,000	Gallons	\$ 2.00	Per 1,000 Gallons	
5,000 – 10,000	Gallons	\$ 2.50	Per 1,000 Gallons	
10,000 – 20,000	Gallons	\$ 3.00	Per 1,000 Gallons	
20,000 – 30,000	Gallons	\$ 3.50	Per 1,000 Gallons	
30,000 – 40,000	Gallons	\$ 5.25	Per 1,000 Gallons	
➤ 40,000	Gallons	\$ 7.50	Per 1,000 Gallons	

### SEWER RATES

*New Residential Sewer customers* will be charged a "Fixed Rate" of \$63.00/month until annual averages are completed. Annual averages are determined by the usage during the months December, January and February with new rates established in March.

*Commercial Sewer Rates* are calculated by "Actual Monthly Usage" that varies month to month. Please refer to an HMW Customer Service Representative for details.

### FEES

#### *Deposit Fees*

Residential (water only)	\$ 100.00
Residential (water and sewer)	\$ 200.00
Commercial (5/8" x 3/4" meter)	\$ 200.00

*Deposits for meters larger than 3/4" are subject to the amounts set forth in the Districts Rate Tariff and Order*

#### *Tap Fees*

3/4" x 5/8" Tap Fee	\$ 750.00
1" Tap Fee	\$ 950.00
Customer Service Inspection (CSI) on Taps	\$ 75.00

*Residential taps larger than 1" must be submitted and approved the HMW's Board of Directors*

#### *Connection Fees for Existing Taps*

Residential (water only)	\$ 25.00
Residential (water and sewer)	\$ 75.00
Commercial (water only)	\$ 50.00
Commercial (water and sewer)	\$ 150.00

#### *Non-Payment and NSF Fees*

Reconnect for Non-Payment of Account	\$ 75.00
Returned Check Fee	\$ 25.00

Service Call Fee – Requested by Customer – Cost to be determined by General Manager in accordance with the Districts Rate Tariff and Order TBD \$ 75.00 minimum

*\*Non-Standard Service Agreements will be in accordance with the Districts Rate Tariff & Order and usually pertains to Commercial Accounts. Information regarding required documents may be obtained through the office.*

1. Billing Statements are mailed to all customers on the last working day of each month. Payments are due on or before the 16<sup>th</sup> of each month.
2. Late Notices are mailed the following the 16<sup>th</sup> of each month, with a \$5.00 or 5% late fee assessment. Please note the disconnect date on your late notice. Failure to make a payment will result in interruption of service as noted on the Disconnect Notice.
3. If service is interrupted due to Non-payment, customer must contact the office to make the payment. In addition, the customer will be charged a reconnection fee, due and payable along with the total past due balance in order to reestablish service. **DO NOT** pay your bill online if you have been disconnected.
4. Please notify the office as soon as possible if you are unable to pay the bill by the due date. These arrangements must be made **prior** to interruption of the water service.
5. For your convenience, a drop box is located in front of the office. For your protection, please do not put CASH in the drop box.
6. HMW's policy does not allow servicemen to collect payments at any time or under any circumstances. Please do not ask them to do so. Payments may be mailed to the PO Box, paid online at [www.hmw-sud.com](http://www.hmw-sud.com), at participating HEB stores, ACH Direct Debit from your checking account or at the office during working hours. **The district does not accept telephone payments.**

# How Can I Pay My HMW bill?

## IN THE OFFICE – 26718 DECKER PRAIRIE ROSEHILL ROAD

Forms of payment accepted: Cash, Check, Money Order or MC/Visa

Fees: \$0

Advantages: Direct application to your account,

Avoid late fees if paid before midnight on the 16<sup>th</sup>

## REMOTE LOCATIONS – HEB

Forms of payment accepted: Cash or Debit/Credit Card

Fees: determined by location starting \$0.88 to \$2.50

Advantages: Pay at your leisure while taking care of other business.

PLEASE do not pay at remote locations if you are scheduled for disconnection or already disconnected! The payment will not be received by the office in time to avoid disconnection!

## DROP BOX – 26718 DECKER PRAIRIE ROSEHILL ROAD

Drop box is located in the parking lot of the HMW office underneath the tree. Please do not place cash in the drop box.

Fees: \$0

## ONLINE – [www.hmw-sud.com](http://www.hmw-sud.com) to set-up your account

Forms of payment accepted: MC/Visa

Fees: \$1.25

Advantages: Pay bill at your leisure, no driving, no postage

Direct application to your account

Avoid late fees if paid before midnight on the 16<sup>th</sup>

## ACH Direct Debit – Inquire with the office staff, complete appropriate forms

Form of payment: Monthly direct debit from checking

Fees: \$0

Advantages: Ongoing bank draft on the 10<sup>th</sup> of the month or next business day following

Application to your account upon bank approval