



**Welcome to CNP U.D.**  
**24-hour Emergencies (281)290-6500**  
**Customer Service / Billing Issues (281)290-6500**

Welcome to CNP U.D. (District). Whether you are a property owner or a tenant we are happy to have you as our customer. The District provides water and wastewater services to customers within the District's boundaries. Our District's Operator is Municipal District Services. Below are some contact numbers and basic information to assist you.

| <b>Contact Municipal District Services at the following numbers:</b>   |   |
|--|---|
| <b>24-hour emergencies,</b><br>to report leaks or other service related issues:  | <b>281-290-6500</b>   |
| <b>Customer service or billing issues,</b><br>8:30 to 4:30 Monday through Friday:  | <b>281-290-6500</b>   |
| <b>Payment for water bills:</b>  |   |
| Water Bill payments are due:   | 7 <sup>th</sup> of each month   |
| Payments may be made in the following ways:  |   |
| <ul style="list-style-type: none"> <li>• US Postal Service</li> </ul>  | P.O. Box 3150,<br>Houston, TX 77253-3150  |
| <ul style="list-style-type: none"> <li>• On-line bill pay via your bank</li> </ul>   | Your bank's website   |
| <ul style="list-style-type: none"> <li>• Pay at Grocery Stores</li> </ul>  | H.E.B. and Kroger via CheckFreePay  |
| <ul style="list-style-type: none"> <li>• Pay by Credit or Debit Card</li> </ul>  | Visa, MasterCard, Discover Card are accepted<br>at 1-855-270-3592, or at mdswater.com |
| <ul style="list-style-type: none"> <li>• Pay by eCheck</li> </ul>  | Call 1-855-270-3592 or go to mdswater.com   |
| <ul style="list-style-type: none"> <li>• Pay at Walmart</li> </ul>   | Pay with cash or debit card at any Walmart location                                   |
| <ul style="list-style-type: none"> <li>• The 4 payment options above will charge a convenience fee for each transaction</li> </ul> |   |
| <ul style="list-style-type: none"> <li>• Municipal District Services office at:</li> </ul>   | 406 W. Grand Parkway S. Suite 260<br>Katy, TX 77494                                   |
|  | 16758 Telge Road<br>Cypress, TX 77429   |

**Easy Water Saving Tips:**

**Inside the Home**

- Wash only full loads of clothes and dishes
- Never leave water running while brushing your teeth
- Repair leaky fixtures such as faucets and toilets

**Outside the Home**

- Water plants and yard only when necessary
- Never water or use sprinklers during the heat of the day
- Introduce native plants to your property and use Xeriscape methods
- If feasible, wash the vehicle on your lawn, not in the driveway where the runoff will be lost to the sewer

On behalf of the Board of Directors of CNP U.D., we are pleased to welcome you as a customer, and look forward to serving you. Please feel free to call our District operator, Municipal District Services, with any questions.

Sincerely,  
Municipal District Services,  
Operator for CNP U.D.

# CNP UTILITY DISTRICT

## 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. 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 water system will not re-establish service unless it has a signed copy of this agreement.

### II. PLUMBING RESTRICTIONS PER STATE REGULATION

- A. No direct connection between the public drinking water supply and a potential source of contamination exists. Potential sources of contamination are isolated from the public water system by an air-gap or an appropriate back flow prevention assembly in accordance with Commission regulations.
- B. No cross-connection between the public drinking water supply and a private water system exists. Where an actual air gap is not maintained between the public water supply and a private water supply, an approved reduced pressure principle backflow prevention assembly is properly installed and a service agreement exists for annual inspection and testing by a certified backflow prevention assembly tester.
- C. No connection exists which would allow the return of water used for condensing, cooling or industrial processes back to the public water supply.
- D. No pipe or pipe fitting which contains more than 8.0% lead exists in private water distribution facilities installed on or after July 1, 1988 and prior to January 4, 2014.
- E. Plumbing installed after January 4, 2014, bears the expected labeling indicating  $\leq 0.25\%$  lead content. If not properly labeled, please provide written comment.
- F. No solder or flux which contains more than 0.2% lead exists in private water distribution facilities installed on or after July 1, 1988.

### III. SERVICE AGREEMENT

The following are the terms of the service agreement between CNP Utility District (the District) and

\_\_\_\_\_, the "Customer."

- A. The Water System will maintain a copy of this agreement as long as the Customer and/or the premises is 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, prior shall conduct these inspections 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 back-flow 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 back flow prevention device at the service connection. Any expenses associated with the enforcement of this agreement shall be billed to the Customer.

CUSTOMER SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

SERVICE ADDRESS: \_\_\_\_\_ ACCT#: 30420-\_\_\_\_\_

DAYTIME PHONE(S): \_\_\_\_\_

YOUR AUTHORIZED EMAIL ADDRESS: \_\_\_\_\_

### EMAIL IMMEDIATELY TO YOUR CUSTOMER CARE AGENT:

- A COPY OF PICTURE I.D.
- OWNERS: A COPY OF TOP PORTION OF CLOSING DISCLOSURE STATEMENT OR HUD-1 SETTLEMENT STATEMENT
- RENTERS: A COPY OF COMPLETE LEASE AGREEMENT
- PROPERTY MANAGEMENT OR REALTORS: A COPY OF LISTING AGREEMENT OR EXECUTED CONTRACT

### FEES PAYABLE UPON RECEIPT OF FIRST WATER BILL:

SECURITY DEPOSIT: \$ \_\_\_\_\_ + NON-REFUNDABLE TRANSFER FEE: \$10.00 = TOTAL AMOUNT: \$ \_\_\_\_\_

## **VERY IMPORTANT INFORMATION ABOUT YOUR WATER SYSTEM DISINFECTION METHOD**

CNP UD uses chloramines as a disinfectant for your water. The use of chloramines rather than chlorine is not new technology as it is in widespread use in many cities and other drinking water supplies. The use of chloramines is intended to benefit our customers by reducing the levels of disinfection byproducts (DBPs) in the system, while providing protection from waterborne disease. The City of Houston has been treating its water with chloramines for over twenty years. Water containing chloramines is perfectly safe for drinking, bathing, cooking, and most other uses we have for water. **HOWEVER, there are two categories of people who need to take special care with chloraminated water:**

**Kidney Dialysis Patients** – The change to chloramines can cause problems to persons dependent on dialysis machines. A condition known as hemolytic anemia can occur if the disinfectant is not completely removed from the water that is used for the dialysate. Consequently, the pretreatment scheme used for the dialysis units must include some means, such as a charcoal filter, for removing the chloramines. Medical facilities should also determine if additional precautions are required for other medical equipment.

**Live Fish or Other Aquatic Animal Owners** – Chloraminated water may be toxic to fish. If you have a fish tank, please make sure that the chemicals or filters that you are using are designed for use in water that has been treated with chloramines. You may also need to change the type of filter that you use for the fish tank.

Following are questions and answers that may address questions that you may have.

### **What is chloramination?**

Chloramination is the use of both ammonia and chlorine to disinfect water. Ammonia is added to water at a carefully controlled level. The chlorine and ammonia react chemically to produce combined chlorine residual or chloramines. Chloramines are safe in drinking water and serve as an effective method of disinfection. In the U.S., many water systems have used chloramination for several decades.

### **How can I get more information?**

Feel free to contact the CNP UD Operator, Municipal District Services at (281) 290-6500, should you have a question or comment.

## NOTICE ABOUT CONFIDENTIALITY OF CUSTOMER INFORMATION

Chapter 182 of the Texas Utilities Code as amended in 2021 by House Bill 872 provides that a government-operated utility may not disclose personal information (customer's address, telephone number, and social security number) in a customer's account, or any information related to the volume or units of utility usage or amounts billed or collected for such utility usage, unless the customer elects to allow such information to be disclosed.

The Utilities Code requires the District to provide notice of the customer's right to allow disclosure of his or her information. Therefore, if you wish to allow disclosure of your personal information, please check the box below and return this form to the District.

NOTE: The District is allowed to disclose information in a customer's account record to federal, state or local government officials; to District employees, officials and operations personnel; to consumer reporting agencies; to a contractor or subcontractor approved by and providing services to the District, the state, a political subdivision of the state, or the United States; or to any other provider of utility services.

### Authorization to Disclose Customer Information

PLEASE CHECK BOX IF ALLOWING DISCLOSURE OF PERSONAL INFORMATION

The undersigned customer allows the District to disclose the customer's account information and personal information as identified by Texas Utilities Code.

By: \_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name and Address

RETURN THIS FORM TO:

Municipal District Services, LLC  
P.O. Box 1827  
Cypress, Texas 77410

OR SCAN AND EMAIL the signed and completed form to [info@mdswater.com](mailto:info@mdswater.com)