

CHATEAU WOODS M.U.D. BILLING INFORMATION

Reserve at Sleepy Hollow Residents

Billing Office: 27351 Blueberry Hill, Suite 36
Conroe, TX 77385-8957
Hours: Monday-Friday 8:00am-4:00pm
Phone: (281)367-0935
Drop Box: Located at front door, collected each morning

Billing Information:

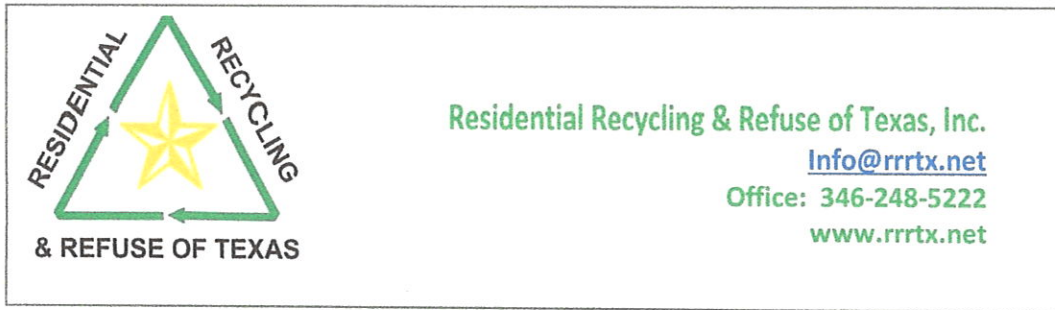
Meters are read each month around the 25th
Bills are sent out no later than the 1st of each month
Bills are due the 20th of each month
On the 21st of each month a late fee of 10% is assessed
Service may be disconnected on or about the 25th if not paid

Connection Requirements:

\$180.00 Service Deposit
\$50.00 Service Charge
\$28.26 First Month of Trash Service
Total Due: \$258.26
(CASH/CHECK/MONEY ORDER ONLY)

Water and Sewer Rate Information:

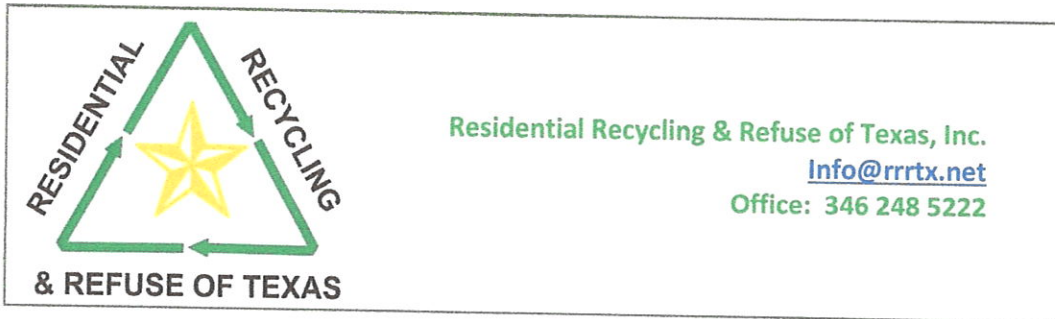
Water: First 0-3,000 gallons- \$20.10 (monthly minimum)
Next 3,000 gallons- \$3.02 per 1,000 gallons
Next 3,000 gallons- \$3.52 per 1,000 gallons
Next 3,000 gallons- \$4.02 per 1,000 gallons
Next 3,000 gallons- \$4.52 per 1,000 gallons
Each 1,000 gallons thereafter-\$5.03 per 1,000 gallons
Sewer: Flat Rate- \$50.26 per month
LSGCD fee: \$0.11 per 1,000 gallons
Trash: Flat Rate - \$28.26 per month
Residential Recycling & Refuse of Texas – 346.248.5222



Attachment A Waste Pickup Specification Sheet for Chateau Woods MUD

Residential Recycling & Refuse of Texas is honored to have you as a customer. Our main goal is customer service and doing the task right. If we ever fall short of your expectation, please give our office a call at 346-248-5222 and let us know. We will work harder to ensure your satisfaction.

1. Trash collection days are Mondays and Thursdays.
2. Residents must place items out by 6:30 am.
3. Residents will provide their own waste carts.
4. Collection is limited to 4 waste carts of household waste per service day.
5. Trash will be collected curbside.
6. Yard waste will be collected at the curb and must be placed in sturdy plastic bags weighing no more than 40 pounds. Maximum of a combination of 6 bags and or bundles of limbs will be collected each service day.
7. All branches and tree trimmings should be no more than 3 inches in diameter and no longer than four (4) feet in length. Bundles must be securely tied and weigh less than 40 pounds and placed curbside.
8. Bulk items will be picked up curbside on Thursdays. There is a limit of one bulk item per household per week.
9. Excluded items: It is illegal to transport any hazardous waste in a trash truck and dispose of it in a landfill. Hazardous waste includes: medical waste, any appliance containing Freon, acids, car batteries, dead animals, and chemicals of any kind, car parts, car tires, and construction trash (includes concrete, large quantities of carpeting, fencing, rolls of carpet or any construction type material or debris). Toxic or radioactive waste, paint, petroleum products or filters are not accepted. Other excluded items include: large pieces of glass (must be broken down in smaller pieces and placed in a closed box and labeled), large sofas and sleepers over five (5) feet in length, furniture with metal frames and other metal items, improperly contained animal waste (must be placed in a sealed bag to be serviced).
10. Any item that may or may have contained any type of refrigerant will not be picked up. This includes refrigerators, freezers, or any kind of air conditioning units.
11. Bulk items which are too large for Contractor to put in with the normal weekly pickup may be collected separately upon request. Party requesting service will be billed separately at a negotiated price depending on size, quantity and handling required to remove and dispose of. 1.8.6. Bulk items and excessive amounts of waste will not be collected during weeks which contain one or more holidays.
12. Holidays observed are: New Year's Day, Memorial Day, Independence Day, Labor Day, and Christmas Day.
13. If the holiday falls on a scheduled pickup day, service will resume the next scheduled collection day following the holiday.



Attachment B

Recycling Program Specification Sheet For Chateau Woods MUD

Residential Recycling & Refuse of Texas is honored to have you as a new customer. Our main goal is customer service and doing the task right. If we ever fall short of your expectations, please give our office a call at 346-248-5222 and let us know. We will work harder to ensure your satisfaction.

1. Pickup day will be every Thursday.
2. Service is **curbside**.
3. Resident will provide their own recycling cart. Contractor will provide free stickers for customer containers upon request by resident.
4. Please have bins out by **6:30 a.m.**
5. Please set recycling items on opposite side of drive from any trash.
6. Please leave lids off all plastic and glass – lids can go into recycling container.
7. Please rinse all containers free of residue.
8. Please breakdown any medium to large cardboard boxes.
9. Please remember we **do not take any type of Styrofoam products** (packing peanuts, cups, plates, egg cartons, etc.)
10. No need to separate items – everything can go into the same bin.
11. Excess items can be put in a regular trash can that has been marked as “recycling” or items may be placed in clear or transparent bags. **Black bags and non-transparent bags will not be collected.**
12. Recycling emblem stickers are available upon request to be used on “recycle” trash cans into “recycling containers” – just give us a call or send an e-mail.
13. **We highly encourage placing items in a white or clear trash bag and set it in the recycling bin (this prevents items from blowing out and across yards.)**
14. Please note holidays and mark your calendar – New Year’s Day, Memorial Day, July 4th, Labor Day, and Christmas. If holiday falls on a Wednesday, service will resume the following week on Wednesday.

Items accepted for pickup

- **Paper** – magazines, newspapers, copy paper, computer paper, phone books, junk mail, etc.
- **Plastic #1 - #7 with exception of #6 Styrofoam** – juice, water, milk, soda, detergent, cleaners, Rx bottles (if in doubt please check bottom of container for recycling emblem and number in center – if no emblem it is not recyclable)

- **Aluminum** – any type of soda, beer, drink can, etc.
- **Tin Cans** – any food can, pet food can, etc. (no aerosol containers please)
- **Cardboard** – boxes, cereal, food, detergent, pet food, etc.
- **Glass** – any color glass (amber, green, brown, clear, etc.) must be pure glass cannot be ceramic, mirror, pottery, stoneware or china type items
- **Thin Plastics** – bags from grocery, sleeve on newspaper, wrapping on dry cleaning

Items Not accepted for pickup

- **Styrofoam**
- Computer parts
- Batteries
- Medical Waste
- Biohazard
- Appliances
- Hazardous Materials (Oil, Motor Oil, Anti-Freeze, etc.)
- TVs
- Wire hangers
- Paint cans
- Used paper towels, paper plates or napkins
- Used baby diapers

Again, we thank you for the opportunity to service the recycling needs of your community. Thank you for caring for the Texas environment enough to be a part of a recycling program. We realize how busy life can get and greatly appreciate the time and effort you take to recycle. We feel certain our service will be above and beyond your expectations. RRRT strives for excellent customer service and management encourages you to call with questions, comments or concerns. We can be reached at 346 248 5222 or info@rrrtx.net.

CHATEAU WOODS MUNICIPAL UTILITY DISTRICT

A-1 UTILITY/WATER BILLING OFFICE ~ 27351 Blueberry Hill, Suite 36 ~ CONROE, TX. 77385
Phone 281-367-0935 ~ Fax 281-367-5044

**OUT OF DISTRICT SERVICE APPLICATION
FOR WATER AND SEWER SERVICE**

Applicant Name _____ Date _____

Service Address _____

Mailing Address _____

Phone#: Home _____ Work/Cell # _____

Drivers License No:(s) _____ SS# _____

Email address: _____ Opt out of paper billing: YES or NO

Property Owner's Name and Address _____

DEPOSIT AMOUNT: \$180.00

I request water and sewer service at the above premises and agree to use and pay therefore in accordance with the District's established rates and rules. I further agree to be responsible for all charges for water and sewer services for the above premises until I request discontinuance of such service and a final bill.

I agree:(1)the District shall not be liable for damage of any kind whatsoever resulting from water or the use of water on the above premises, unless such damage results directly from negligence of the District. (2)the District shall not be responsible for damage done by or resulting from any defect in the piping, fixtures or appliances on the above premises; (3)to maintain in serviceable condition all sewer lines within the boundaries of applicant's premises;(4) to furnish and maintain a private cut-off valve on my side of the water meter; and(5)the District shall not be liable for any damage or injury arising from interruption, inadequacy or non-availability of water or sewer services.

I understand that:(1)bills will be figured in accordance with the District's established rate schedule with water service based on the meter reading of the amount consumed for the period;(2) bills are due and payable upon presentation and payment may be made at the office of the district;(3)bills must be paid by the due date of the current month or a late penalty will be assessed.

The District can Terminate water and sewer service for non-payment of the bill or noncompliance with District rules. I understand that these statements are made in accordance with the established policies of the district.

Date for service to begin: _____

Applicant's Signature _____

To request confidentiality of your personal information, please check box.

***** OFFICE USE ONLY: DO NOT WRITE BELOW *****

ACCOUNT # _____

Date Paid _____ Cash/Check# _____ Total Paid \$ _____

CHATEAU WOODS M.U.D.

27351 Blueberry Hill Dr. #36
Conroe, Texas 77385
Phone (281)367-0935
Fax (281)367-5044

SERVICE AGREEMENT

I. Purpose The Chateau Woods 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 this protection. The District enforces these restrictions to insure the public health and welfare. Each customer must sign this agreement before the District will begin services. In addition, when services to an existing connection has been suspended or terminated, the District will not re-establish services unless it has a signed copy of this agreement.

II. Plumbing Restrictions The following undesirable plumbing practices are prohibited by state regulations:

- A. No direct connection between public drinking 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 a reduced pressure-zone 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 of a reduced pressure-zone backflow prevention device.
- C. No connection which allows water to be returned to the public drinking supply is permitted.
- D. No pipe or pipe fitting which contains more than 0.25% lead may be used for the installation of repairs of plumbing at any connection which provides water for humans.
- E. No solder or flux which contains more than 0.2% lead may 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 Chateau Woods Municipal Utility District (The Water System) and X _____ (the customer)

- A. The District will maintain a copy of this agreement as long as the customer and/or Premises is connected to the Water System.
- B. The customer shall allow his property to be inspected for the possible cross-connections and other undesirable Plumbing practices. These inspections shall be conducted by the district or its designated agent prior to initiating service and periodically thereafter. The inspections shall be conducted during the Water Systems normal business hours.
- C. The District shall notify the Customer in writing of any cross-connections or other undesirable plumbing practices which has been identified during the initial inspection or periodic re-inspections.
- D. The Customer shall immediately correct any undesirable plumbing practices on his premises.
- E. The Customer, at his expense, properly install, test, and maintain any backflow prevention devices required by the District. 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, either 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.

Customer Signature X _____ Date _____

Chateau Woods M.U.D.
27351 Blueberry Hill Drive, Suite 36
Conroe, TX 77385-8969

Account # _____

The following listed persons have my consent to discuss my billing, payment and account information with Chateau Woods M.U.D.

Date: _____

Signature: _____