



Application for new water account

7400 W. Expressway
Mission, TX. 78572
Office 956-585-5821
Fax 956-585-2131

TX1080088 - HIDALGO COUNTY MUD 1

Note: Proper identification must be presented before an account can be opened.

▶ CUSTOMER INFORMATION

Name		
Mailing Address		
City	State	Zip Code

▶ SERVICE ADDRESS (if different from above)

Address		
City	State	Zip Code

▶ ADDITIONAL INFORMATION

Phone Number	▶ Do You? <input type="checkbox"/> RENT <input type="checkbox"/> OWN	Service start date?
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Rental or lease agreement - If you do not own the property where service will be established, a copy of the first and last page of the rental or lease agreement must accompany this application.

EMPLOYMENT / PERSONAL REFERENCE

Name	Address	
City	State	Zip Code
Supervisor's Name	Business Phone Number	
▶ Have you ever had an account with Hidalgo MUD #1? If so, when?		Date
Previous Address		

FOR OFFICE USE ONLY

ACCOUNT NUMBER
CLERK
TODAY'S DATE
<input type="checkbox"/> PROOF OF ID
<input type="checkbox"/> SIGNATURE
NOTES

LIABILITY RELEASE

I hereby release the Hidalgo Municipal Utility District #1 from all liability in the event damages are sustained to property or contents due to water damage which may be caused by leaking pipes, open faucets or broken pipes. I hereby apply for the utility service. This service includes water and sewer. I agree to pay the monthly service charges as these bills come due. All water bills are due and payable the 15th day of each month. If the bill is not paid by this date, an automatic 10% late Charge will be added to the past due balance. Applicant is responsible for all charges until applicant has requested service to be terminated in his/her name. If a past due amount is shown on the bill, the full amount due must be paid **or service will be discontinued without further notice**. Additional charges will apply for restoration of service and any other costs incurred in settling your account. **Failure to receive a bill does not entitle delayed payment**. There will be a \$35.00 charge for all checks returned due to insufficient funds or closed accounts. I understand, and hereby agree to the following: (1) falsification of any of the above information may result in immediate disconnection of service without notice; (2) failure to pay account in accordance with Hidalgo MUD#1 policies will result in disconnection of service; (3) all water going through the meter is the customer's responsibility (4) property owner and tenant are ultimately responsible for any and all Mud#1 bills incurred at the property listed above (5) water is temporarily connected until records have been verified and approved.

CUSTOMER SIGNATURE

SIGN HERE ▶

	Today's date.
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Please keep a copy of this completed application for your records.

For questions or comments please write to: office@hidalgomud.com

www.hidalgomud.com



Service Agreement

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SERVICE AGREEMENT

I.PURPOSE. The Hidalgo Municipal Utility District #1 (MUD#1) is responsible for protecting the drinking water supply from contamination or pollution which could result from improper private water distribution system construction or configuration. The purpose of this service agreement is to notify each customer of the restrictions to ensure the public health and welfare. Each customer must sign this agreement before the MUD#1 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.RESTRICTIONS. The following unacceptable 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 MUD#1 by an air-gap or an appropriate backflow prevention device.
- B. No cross-connection between the MUD#1 and a private water system is permitted. These potential threats to the public drinking to the public 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 which 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 % 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% 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 MUD#1 and the customer

- A. The MUD#1 will maintain a copy of this agreement as long as the Customer and/ or the premises is connected to the MUD#1.
- B. The Customer shall allow his property to be inspected for possible cross-connections and other potential contamination hazards. These inspections shall be conducted by the MUD#1 or its designated agent prior to initiating new water service; when there is reason to believe that cross-connections or other potential contamination hazards exist; or after any major changes to the private water distribution facilities. The inspections shall be conducted during the MUD#1 normal business hours.
- C. The MUD#1 shall notify the Customer in writing of any cross-connection or other potential contamination hazard which has been identified during the initial inspection or the periodic re-inspection.
- D. The Customer shall immediately remove or adequately isolate any potential cross-connections or other potential contamination hazards on his premises.
- E. The Customer shall, at his expense, properly install, test, and maintain any backflow prevention device required by the MUD#1. Copies of all testing and maintenance records shall be provided to the MUD#1.

IV. ENFORCEMENT. If the Customer fails to comply with the terms of the Service Agreement, the MUD#1 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 INFORMATION

Customer name			
Service Address			
City	State	Zip Code	Phone number

CUSTOMER SIGNATURE

SIGN HERE ▶

	Today's date.
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OTHER IMPORTANT INFORMATION

- ◆ Service connection may occur within 1 to 3 days of schedule. Water may be provided as soon as the next working day.
- ◆ Customers are responsible for payment of all services provided from when the meter is installed. Any accounts paid in advance are not refundable and any credits are not transferable to any other account. Service charges start from the time water services are available and not prorated. _____ (initial)
- ◆ Service charges are billed regardless of consumption and are not prorated.
- ◆ When vacating the premises, customers are required to inform the MUD #1 office either in writing or in person.
- ◆ Customer are responsible for all bills until account is transferred. During an account transfer an intermittent reading/usage may be requested for a fee.
- ◆ Should you have questions about your bill, please contact the MUD #1 office (as soon as possible)
- ◆ If you fail to receive a bill, please contact the MUD #1 office. Failure to receive a bill **does not** relieve customer of the obligation to make a payment.
- ◆ Please ensure that all water fixtures are shut off prior to meter connection/reconnection. MUD #1 is not responsible for damagers/excessive usage due to unsecured faucets.
- ◆ Please insure that a private valve is installed on the customer's side of the meter. The closer to the meter the better control the customer has on controlling leaks. MUD #1 is not responsible for leaks on the customer's side of the meter.
- ◆ From the meter to the residence is considered the customer's line, the meter to the street belongs to MUD #1 including the emergency shut off. The district shut off valve should never be used by the customer, any damage due to customer use will be billed to the customer. _____ (initial)
- ◆ It is the responsibility of the customer to insure that the meter is accessible. Please keep the area clear of obstructions such as (Vehicles, plants and fences)
- ◆ NOTE: After no usage on the meter for a period of more than 5 months, and no minimum payment is paid, will result in the removal of the meter and installation/connection fees will have to be paid again _____ (initial)

TCEQ FEE:

A rate of 0.005% is applied to the basic water/sewer services charges. This fee is required to be collected by the TEXAS COMMISSION ON ENVIRONMENTAL QUALITY.

Please direct all billing questions or complaints to the MUD #1 office at (956)585-5821 or stop by our office M-F 8AM-5PM (closed 12-1PM for lunch).

CUSTOMER SIGNATURE

SIGN HERE ►

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