



Welcome to

**NORTHWEST
HARRIS COUNTY
MUD16**

Resident Information Kit

GREETINGS FROM THE BOARD

Welcome to the District! We are honored to have you join our family of residents. This welcome packet will introduce and familiarize you with the District and share helpful tips about our water and sewer services, as well as general information you might find useful from time to time.

Thank you for being part of our community and
Welcome to the Neighborhood!

-NWHCMUD 16 Board of Directors



ABOUT THE DISTRICT

Northwest Harris County Municipal Utility District No. 16 (NWHCMUD 16) was formed in 1978 and covers +/- 316 acres. The District provides water, wastewater and drainage facilities and infrastructure for the properties within its perimeters.

NWHCMUD 16 is currently serving the needs of four subdivisions that consist of approximately 1,000 homes in total (Stone Creek, Westminster Landing, Westminster Village, and Hillsdale).

Additionally the District contracts with Best Trash for its garbage/ recycling collection and disposal services, On-Site Protection, LLC for security and Sterling Association Services for Clubhouse/ Pool rentals.

NWHCMUD 16 is overseen by a board of five (5) Directors. Each Director is elected by the residents from the District to serve a four year staggered term. It is not uncommon for a Director to serve consecutive terms as they are not term-limited. The Board meets once a month to manage and conduct the business of the District and these meetings are always open to the public pursuant to the Texas Open Meetings Act, Chapter 551, Texas Government Code.

ABOUT THE DISTRICT

As is typically done for smaller governmental agencies, NWHCMUD 16 contracts with consultants such as an attorney, engineer, auditor, bookkeeper, tax assessor, operator, and financial advisor to both guide and deliver the District's operations and services. To learn more about these consultants and how to contact each of them, please visit the District's website at:

www.nwhcmud16.com/board-and-consultants

NWHCMUD 16 meetings are held every 2nd Monday of each month at 7pm, the meeting location is at The District Administrative Building at:

6606 Whimsey Court
Houston, TX 77084



www.nwhcmud16.com

WHAT IS A MUD?

A Municipal Utility District (MUD) is a special governmental entity that is primarily found in 3 states Texas, Florida, and Colorado. In our state, MUDs are overseen by the Texas Commission on Environmental Quality (TCEQ) and are formed as a tool to finance necessary construction and maintenance of water, sewer and storm drainage infrastructure within its boundaries. Today in Harris County alone, there are over 400 separate Municipal Utility Districts.

In addition to providing water, sewer, and drainage services, MUDs may also provide funds for public safety, roads, and recreational facilities to the communities within the MUD boundaries. Additionally, a MUD may also levy taxes and issue bonds to fund maintenance and operations, infrastructure improvements (such as new water plants, sewer and treatment plants) and in some cases recreational amenities.

DISTRICT WEBSITE

NWHCMUD 16 strives for open government & transparency and has a website that offers an extensive list of services for residents, such as:

- Pay your bill
- District news
- Announcements
- Emergency alert notifications
- Board of Directors info
- Garbage collection details
- Security patrol information
- District map
- Districts amenities info

To view these services and much more please visit:
www.nwhcmud16.com

**NORTHWEST
HARRIS COUNTY
MUD16**

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Welcome to Northwest Harris
County MUD 16

Latest News:



**November Board Meeting
Reminder**

Posted: 3 days ago

"The District" - Northwest Harris County Municipal Utility District #16
(N.W.H.C.M.U.D. #16) was originally created in 1978. Shortly after in 1978, the

www.nwhcmud16.com

RESIDENT EMERGENCY ALERTS

Residents of the District are eligible to receive FREE Emergency Notifications via text and email after they subscribe. NWHCMUD 16's system alerts subscribed residents to any unusual water supply conditions in addition to District works and events.

This instant alert system is a service that quickly conveys pertinent and helpful information.

A few examples of alerts include: boil water notice, water disruption, hurricanes, flooding, and more.

You may subscribe to these notifications, with the option to cancel at anytime, at the Districts website:

**www.nwhcmud16.com/alerts
or by texting "yes" to (281) 712-6229.**



SEE SOMETHING...



Have you ever noticed a broken water line or water pouring into the street with no apparent source? How about stagnant or running water that doesn't belong in a region of your neighborhood?

If you see water flowing into the street from public water lines, remember that water is paid for by you and your neighbors. According to the United States Environmental Protection Agency, "an average water loss in systems is 16 percent and up to 75 percent of that is recoverable."

Residents becoming aware and reporting leaks, water issues, and drainage problems can help everyone keep those hard earned dollars in their pockets, help maintain the integrity of our community infrastructure.

REPORT IT!

Water is not supposed to pour out of the ground and when it does it is suggestive of a leak. Our water table is 200 feet below the top of the ground and there are no “natural springs” in our area. If water is seen gushing out of the ground it is not spring water and it is certainly not free. Everyone is paying for it. To report a problem call MMIA at 281-651-1618.

Report things like:
(see underneath magnet)

Water coming out of the sidewalks
Water coming from meters
Water coming out of the road
Suspected leaks from water mains
Valves, meters & public fire hydrants
Standing water or sewage
Discolored water
Low pressure or no pressure
Sunken or elevated manhole covers
Sunken or elevated sidewalks
Flooded storm drains
Strong odors from sewer or water
Sewage backup

Keep this this magnet handy, stuck on your refrigerator to have the District dispatch someone to investigate!

DISTRICT POOL

Residents within the District can enjoy the use of the District's pool and recreation facility located at 6606 Whimsey Court. With a splash pad, water slide, 7-lane swimming pool and an adjacent playground for the younger children, there is something for everyone!

For added safety, the District utilizes a biometric fingerprint system to control access to the pool area. Residents must register with On-Site Security for access.

Residents will be notified when they can begin registering for the biometric pool pass from our District Website.

POOL SCHEDULE:

Opening: May 1

Closing: Labor Day weekend

Tuesday-Sunday 12pm-8pm



LANGHAM CREEK WALKING TRAIL



The Langham Creek Walking Trail project is currently in the planning phase. Northwest Harris County MUD 16 intends to create a number of amenities to encourage residents to explore the outdoors and embrace a healthy lifestyle.

Features may include benches, fitness stations, lighting and trash cans. More information will be shared as plans are finalized.

NWHCMUD 16's trails will also offer wider pedestrian connectivity with access to a neighboring detention pond.

NUMBERS TO KNOW

Below are numbers compiled that residents of the District may find useful. We recommend you keep these on-hand in an easily accessed location, for your convenience.

Situation:

Number:

Emergency (Life Threatening, Fire, Ambulance)

911

Harris County Sheriff's Office (Non-Emergency)

713-221-6000

Hospitals

Texas Children's Hospital West	832-227-1000
Houston Methodist West Hospital	832-522-1000
Poison Control Center	800-222-1222
Texas Department of Family & Protective Services-CPS	281-847-7000
The Mental Health Authority of Harris County	713-970-7000

Utilities and Service Numbers

Water Wastewater Management Services (Water/Sewer)	281-651-1618
Best Trash	281-313-2378
AT&T Telephone Company (Billing/Repair/U-Verse)	800-288-2020
Comcast (Billing & Service)	800-266-2278

Post Office: USPS

800-275-8777

Energy Companies:

Centerpoint Energy (Electric)	800-332-7143
Centerpoint Energy (Gas)	713-659-2111
Reliant Energy	713-207-7777
Underground Digging (Gas, Electric,Phone)	811 or 713-432-0365

Miscellaneous:

Texas Parks & Wildlife	281-931-6471
Animal Control (County)	281-999-3191
DMV	888-368-4689
Harris County Flood Control	713-684-4000
For Assistance with Food, Housing and Childcare	211 or 877-541-7905