

# Inside This Issue

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### The Board of Directors

Joseph Millsbaugh.....President  
 Karen Lange.....Vice President  
 Anthony Kasapis.....Secretary  
 Raquel Villareal.....Assistant Secretary  
 Michael Oakley.....Director

### Important Phone Numbers

Fire / Ambulance.....9-1-1  
 Recreation Center.....281-447-3388  
 Water – Billing & Service/Repairs.....**281-377-9100**  
 Harris County Sheriff’s Dept.....713-221-6000  
 Tax Office.....713-932-9011  
 Poison Control.....1-800-764-7661  
 Clubhouse Rental.....832-678-4500  
**Garbage/Recycling Service.....281-313-2378**  
**Wednesday & Saturday (curbside)**

### Important Dates Regarding Your Water Bill

Billing Due Date.....20<sup>th</sup> of each month  
 Meter Read Date.....15<sup>th</sup> of each month

#### **MEETINGS**

**The Board of Directors of Northwest Harris County  
 MUD No. 16 holds a regular meeting  
 on the SECOND Monday of each month at  
 6606 ½ Whimsey Court, Houston, TX 77084.  
 Meeting notices are posted 72 hours before the  
 meeting at the Whimsey Court Recreation Center.**

## From the President’s Desk

Greetings,

We hope everyone is enjoying this beautiful fall weather! Once again we find ourselves in the spirit of preparing for unpredictable weather, the winter holiday rush and cherished traditions with our loved ones. On behalf of The Board of Northwest Harris County MUD No. 16 and myself, we sincerely wish you and your loved ones safe and happy holidays.



## **C**ommon Questions :

### **Why is my Water Bill so high?**

Ninety-nine percent of high water bills are caused by internal plumbing conditions or something that happened at your property that caused a large loss of water. Although calling a plumber is your choice, JePa Services Inc. representatives are happy to give you helpful hints on how to identify leaks.

### **Why is my water off?**

Water may be turned off due to one or more of the following reasons:

- We have not received payment of your monthly water bill.
- Your payment check may have been returned to us "NSF."
- If you recently moved into the property, your account may not be set up.
- Repair work is being performed on a line that serves your property.
- A malfunction may have occurred at the District's water plant. If so, we are working on it.

# Protecting Your Water Pipes during Cold Weather

The weather is often-times unpredictable. Don't let this year's winter weather catch you unprepared. To prevent the expense and inconvenience of frozen pipes, take the following precautions to help minimize future problems.

- **BEFORE Freezing Weather:** Never leave a garden hose attached to the faucet in freezing weather.
  - Disconnect and drain hoses from outside faucets.
  - Winterize irrigation systems.
  - Insulate backflow devices and outside faucets with newspaper, rags or other insulating material. Cover them with plastic and secure with string or wire.
  - Cover foundation vents with foam blocks or cardboard.
  - Insulate hot and cold pipes in unheated areas, such as the garage, crawl space or attic.
  - Locate your main shutoff valve to your home and make sure you show household members how to turn off water to the house in case of an emergency.
  - **DURING Freezing Weather:** Temporarily, keep a steady drip of cold water running at an inside faucet. This keeps water moving, making it less likely to freeze.
  - Open cupboard doors under sinks, especially where plumbing is in an outside wall, to allow interior heat to warm the pipes.
  - If you plan to be away from home for several days, shutting off the water can reduce the chances of broken pipes. Leave the heat on to your home to at least 55 degrees. Shut off water to the house and open all faucets to drain pipes; flush the toilet once to drain the tank, but not the bowl. If you drain your pipes, be sure to turn off your water heater first. Call the Water District Office at (281) 377 - 9100 to request for your water to be turned off at the meter.
- If your neighbor is away or you are next to a vacant house and you suspect a water leak, call the Water District for Customer Service.
  - **IF YOUR PIPES FREEZE:** Determine which pipe(s) are frozen. If some faucets work but others don't, that means you have a pipe or pipes inside your home that are frozen.
  - If a pipe is frozen, assume it may be broken and will leak when thawed. Local hardware or home improvement stores may carry leak repair supplies. Be ready to shut off your water in a hurry when the line thaws.
  - If there is no water to your home, the problem may be where the water line enters your home or at the meter. Call the Water District for Customer Service to ensure that water is flowing from your meter correctly. However, crews are not able to help fix frozen pipes between the water meter and the house or inside the house.
  - Thawing Frozen Pipes. Frozen pipes may be thawed by wrapping them with rags and repeatedly pouring hot water over the rags. Once the pipes are thawed, remove the rags and rewrap the pipes with dry insulation material to prevent refreezing. NEVER USE AN OPEN FLAME OR ELECTRICAL DEVICE TO THAW FROZEN PIPES. Using these methods can cause a fire or electric shock.
  - If, despite your best efforts, you cannot restore the water to your home, it is best to call a licensed plumber.

## Why Do You Pay for Drinking Water?

There are costs involved in providing drinking water to residential customers. Residential water usage studies have shown that typical water consumption by a residential customer within the home is:

- 41% for flushing toilets
- 34% for bathing
- 21% for laundry and washing dishes
- 4% for drinking water and use in the kitchen

## Costs of water supply

There are costs related to obtaining the water supply for residential consumption. The water used in your home can be taken from the ground, which requires wells to be drilled, or obtained from storage facilities and purchased from water suppliers such as municipalities.

Water must be pumped from the ground or lakes. This process requires pumps, pipes,



**Beware of Owls in the District when walking your children and pets.**

**Northwest Harris County MUD 16  
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maintenance, knowledgeable personnel, etc. before it reaches your home.

Water must be treated with chemicals to meet requirements of the Safe Drinking Water Act (1974) and its amendments in 1996. Water quality tests must be performed to ensure that your water meets these requirements.

Water must be transmitted from its source (wells, lakes, etc.) and then distributed to residential customers through pipelines.

A water provider has administrative costs associated with monitoring customer usage (meters), billing, and collecting from customers.

There are costs to the water supplier associated with obtaining debt financing to purchase necessary equipment to provide safe drinking water.

Water suppliers have costs associated with replacing equipment, extending systems to serve new customers, making necessary improvements, and handling the day-to-day operation and maintenance of their systems.

