

# NORTHWEST HARRIS COUNTY MUD NO. 16

October, 2010 November, 2010 & December, 2010

## Board Directors

Joseph Millspaugh.....President  
Karen Lange.....Vice President  
A Jackson Martin..... Secretary  
Anthony Kasapis..... Assistant Secretary  
Raquel Villareal.....Director

## Important Phone Numbers

Fire / Ambulance.....9-1-1  
Recreation Center.....281-447-3388  
Security.....281-826-4060  
Water – Billing & Service/Repairs....281-377-9100  
Tax Office .....713-932-9011  
Poison Control .....1-800-764-7661  
Garbage/Recycling Service .....281-313-2378  
Wednesday & Saturday (curbside service)

## 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

Board of Directors of Northwest Harris County MUD No. 16 holds a regular meeting on the **SECOND Monday** of each month at the District's recreation center at 6606 Whimsey Court, Houston, TX 77084.

Meeting Notices are posted at least 72 hours before the meeting at the Whimsey Court recreation center.

## OFFICE HOURS

Monday – 9:00 am – 5:00 pm

Tuesday thru Friday – 8:00 am – 5 pm

Telephone number is manned 24 hours / day, 7 days / week.  
For billing / repairs please call 281-377-9100

**Billing inquiries are only answered Monday- 9:00 am – 5:00 pm**  
**Tuesday - Friday between the hours of 8:30 am – 5 pm.**  
**The answering service will not have your account information.**

Phone: 281-377-9100

Fax: 281-377-9112

**Residents of Northwest Mud No. 16**

**\*\*\* NEW CURBSIDE RECYCLE PROGRAM \*\*\*\***

**Effective October 2, 2010 BEST TRASH will collect your trash AND RECYCLING.**

Please take a moment to review the following guidelines. If an item is not picked up, Best Trash will provide a tag explaining why. Please call Best Trash with any questions or concerns.

**TRASH GUIDELINES:**

|  |  |
|--|--|
| <b>Pick- Up Days</b>                                     | <b>Wednesday &amp; Saturday.</b> Have trash at curb by <b>7am</b> on day of pick-up; however, no earlier than <b>6:00 p.m.</b> the day before.   |
| <b>Receptacle and Size Restrictions</b>                  | Trash must be in a standard trash container or bags. Either may not exceed <b>40 gallons or weigh over 40 pounds.</b>  |
| <b>Prohibited Items</b>                                  | <b>Dirt, rocks, brick, concrete, tires, batteries, motor oil, gasoline, paint, construction debris or any items deemed hazardous materials.</b> <i>(Best Trash is not responsible for any stains as a result of concealed disposal resulting in a leak).</i> |
| <b>Trees, shrubs, brush trimmings and fence material</b> | Must be bundled in lengths <b>no greater than 4 feet</b> with no branch <b>diameter exceeding 3 inches.</b>  |
| <b>Appliances, Refrigerators, freezers</b>               | Will be picked up on either day. Refrigerators and freezers (or any item that contains Freon) <b>must be drained of Freon</b> and have an accompanying bill or sticker validating its removal.   |
| <b>Carpet</b>  | Up to <b>1 room</b> allowed. Must be <b>cut and rolled</b> into bundles <b>four feet wide and less than 40 pounds.</b>   |
| <b>Furniture</b>   | Will be picked up either collection day  |
| <b>Cardboard Boxes</b>                                   | Must be flattened  |
| <b>Special Items</b>                                     | Please call BT prior to collection. A representative will meet with you to arrange an agreed upon rate. The item will not be picked up if prior arrangements are not made.   |

**RECYCLING GUIDELINES:**

|   |   |
|---|---|
| <b>Pick Up Day</b>                                  | <b>Saturdays</b>  |
| <b>Items Permitted</b>                              | <b>Paper - plastic - glass and aluminum and tin cans -</b> If an item is left in your bin, it is not recyclable. Place for residential trash on next pick-up.   |
| <b>Container</b><br>* Use<br>* Replacement or Extra | Please use <b>provided receptacle.</b> Use only for recyclable items, <b>not extra trash.</b> You will be provided with <b>one container.</b> Containers that are damaged due to normal wear and tear will be replaced. Theft, lost or additional may be <b>purchased for \$9.00</b> by calling Best Trash. |
| <b>Disposal Requirements</b>                        | Remove <b>caps, liquids and food</b> from containers  |

**Holidays.** Those observed by Best Trash include - New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day and Christmas Day.

If your regular pick-up day falls on a holiday, your trash will be collected on the next regularly scheduled day. If your recycling falls on a holiday, it will be collected the next week on your normal day.

**BEST TRASH**  
**17820 Madden Road, Richmond, Texas 77407.**  
**Phone: 281-313-BEST or 281-313-2378.**

NORTHWEST HARRIS COUNTY MUD NO. 16  
DISTRICT INFORMATION



**JePa / Services Inc.**  
Phone: 281-377-9100 Fax: 281-377-9112

Payments may be made in person or in the drop box at the offices located at 5200 N Sam Houston Parkway W, Suite 950, Houston, TX 77086. Or, you may mail your payments in the return envelope provided with your monthly statement to P. O. Box 683129, Houston, TX 77268-3129. You may also take advantage of the online bill payment option by visiting the JePa Services web site at [www.jepaservices.net](http://www.jepaservices.net).

The following information is being provided to assist you in becoming familiar with the policies and procedures relating to you water and sewer service.

**Water and sewer service is provided at the following rates (subject to change). You will be notified prior to any changes at least 30 days prior to the change.**

- **Current Residential Water Rates**  
0-5,000 gallons \$24.25 (minimum)  
5,001-10,000 gallons \$1.45 / 1,000 gallons  
10,001-20,000 gallons \$1.55 / 1,000 gallons  
20,001-30,000 gallons \$1.65 / 1,000 gallons  
Over 30,000 gallons \$2.65 / 1,000 gallons
- **Current Residential Sewer Rates**  
Flat Rate (Any Quantity) \$31.50  
Includes garbage
- **Current Surface Water Fee (CHGRP) City of Houston Groundwater Reduction Plan**  
0-10,000 gallons \$8.50 (minimum)  
Over 10,000 gallons \$0.85 / 1,000 gallons

Your due date is the 20<sup>th</sup> day of each month. A 10% penalty will be assessed if payment is received after the due date. This amount is shown on your statement under the area that states "Pay this amount after".

If your account becomes 30 days past due at the time current bills are generated, a termination letter will be mailed and a \$10.00 delinquent letter fee will be added to your account. Final notice of termination will be in the form of a door hanger and your account will be charged \$5.00 for the door hanger fee. At that time all charges (including current charges) are due in order to avoid termination of services. Should full payment not be received as stated on the letter, your services will be disconnected. Once service has been disconnected, a disconnect fee in the amount of \$60.00, plus an additional security deposit of \$50.00 and the account balance must be paid in the form of a cashier's check or

money order before services are restored. Additional charges may include meter removal and meter reinstall if the curb stop is found to be in the "on" position after the Utility Company has turned your water off for non-payment. **Service restoration is scheduled for the following day after full payment is made.**

- **Security Deposit (new service customers)**

|                         |          |
|-------------------------|----------|
| Homeowner               | \$75.00  |
| Renter/Tenant           | \$200.00 |
| Additional (disconnect) | \$50.00  |

\$500.00 limit per residential account (applied to final bill and refunded the balance remaining)  
Security Deposit are to be paid with a money order or cashier's check prior to the District initiating service.  
The purpose of these amendments is to insure the payment of final bills and prevent the District from absorbing the cost of delinquent and uncollectible water and sewer bills.

- **Returned Checks (NSF)**

\$35.00 per occurrence. **Money order only after the second returned check.**

- **Application Fee** – all new service customers shall be charged a non-refundable application fee of \$25.00, to be paid by cashier's check or money order, prior to the District initiating service.

- **Other Charges ( delinquent accounts):**

|                       |         |
|-----------------------|---------|
| Delinquent letter fee | \$10.00 |
| Door Hanger Fee       | \$5.00  |
| Disconnection Fee     | \$50.00 |
| Reconnection Fee      | \$60.00 |
| Meter Removal Fee     | \$37.50 |
| Meter Reinstall Fee   | \$37.50 |

- **Sprinkler/Irrigation Meters (including HOA's):**

|   |                  |
|---|------------------|
| 0 to 10,000 gallons of water usage      | \$11.75 minimum  |
| 10,001 to 15,000 gallons of water usage | \$1.00 per 1,000 |
| 15,001 and above gallon of water usage  | \$1.25 per 1,000 |

## **Online Payment Option**

As an alternative to sending in your monthly payments, online bill pay is available.

Go to [www.jepaservices.net](http://www.jepaservices.net), click on Your District, and click the on-line bill pay option button.

Please follow this set of simple instructions:

1. Log on to First Time sign-in
2. Create your User ID and Password (you must have your water bill to complete this step)
3. Enter your Account Number and District Code (Your District Code is 45)
4. After creating a User ID and Password, click on Sign Me Up
5. Review the account information you have entered for accuracy.
6. Click on Pay Bills
7. Click on View Payment Summary
8. Enter your payment amount and complete your credit card information.
9. Choose your payment type, view payment total and submit your payment.

Please Note: The amount of your transaction, including a convenience fee will appear on your monthly card statement.

Your payment will be authorized and processed to your account within 24 hours.

### **Total Convenient Features of Online Bill Pay:**

- View payment and billing history
- View Usage history
- Make a payment
- View general billing information such as billing dates, penalty date, current balance, usage, etc.

The above payment options are not available for non-sufficient fund items or terminated service payments.

Customers with non-sufficient fund items and terminated service must come to the office with a cashier's check or money order to settle their accounts.

**NORTHWEST HARRIS COUNTY MUD NO 16**

**P. O. BOX 683129**

**HOUSTON, TX 77268-3129**