

## **Welcome to Senna Hills Municipal Utility District, Managed by Inframark Water & Infrastructure Services!**

Inframark is a leading supplier of water and wastewater treatment solutions. We provide our clients with some of the industry's brightest minds, advanced technologies, and quality products to provide you with truly efficient, cost-effective solutions to your water and wastewater challenges.

Only four simple steps to get your water service started:

- 1.) Complete a New Service Agreement for **Senna Hills Municipal Utility District**
- 2.) Give a 24 hour notice
- 3.) A deposit that is based upon meter size (see below) & a transfer fee of \$5.00 will be billed to you on your first water bill.
  - 5/8" meter - \$200.00 deposit / \$400.00 deposit for renters
  - 3/4" meter - \$200.00 deposit / \$400.00 deposit for renters
  - 1" meter - \$200.00 deposit / \$400.00 deposit for renters
  - Any meter size above 1" please call for fees
- 4.) Email completed forms to [startservice@inframark.com](mailto:startservice@inframark.com).

**\*\*Please make all payments payable to SENNA HILLS MUD\*\***

When your new service is established and a new account number is issued, visit [www.paymyinframarkbill.com](http://www.paymyinframarkbill.com) to review setting up automatic payment options (convenience fees may apply). Additionally, you are able to choose paperless billing as well as other options that can make paying and receiving your utility bill trouble-free.

TO: Inframark Water & Infrastructure Services  
PH: 800-579-4500

ACCOUNT # \_\_\_\_\_  
(Office will assign number)

## **SERVICE APPLICATION & AGREEMENT**

**PURPOSE: SENNA HILLS MUNICIPAL UTILITY DISTRICT (the “District”)**

- I. 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 ensure the public health and welfare. Each customer must sign this Service Agreement before we will begin service. In addition, when service to an existing connection has been suspended or terminated, the District will not re-establish service unless it has a signed copy of this Service Agreement.
  
- II. **PLUMBING RESTRICTIONS:** The following undesirable plumbing practices are prohibited by State regulations:
  - A. No direct-connection between the public drinking water supply and any potential source of contamination is permitted. Potential sources of contamination shall be isolated from the public water system by an air-gap or an appropriate 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 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 0.25% 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 may be used for the installation or repair of plumbing at any connection which provides water for human use.

The following are the terms of the Service Agreement between:  
**SENNA HILLS MUNICIPAL UTILITY DISTRICT**  
**(the “District”) and**

III.

---

**(Customer Signature - Required)**

- A. The District will maintain a copy of this Service 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 possible cross-connections and other unacceptable plumbing practices. These inspections shall be conducted by the District or its designated agent prior to initiating new water service; when there is reason to believe that cross-connections or other unacceptable plumbing practices exist; or after any major changes to the private plumbing facilities. The inspections shall be conducted during the District’s business hours.

- C. The District shall notify the Customer in writing of any cross-connection or other undesirable plumbing practice which has been identified during the initial inspection or any re-inspection.
  - D. The Customer shall immediately correct any undesirable plumbing practice on his premises and provide the District written proof of such corrections.
  - E. The Customer shall, at his expense, properly install, test, and maintain any backflow prevention device required by the District. Copies of all testing and maintenance records shall be provided to the District.
- IV. ENFORCEMENT: If the Customer fails to comply with the terms of this 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 Service Agreement shall be billed to the Customer on Customer's utility bill.
- V. If the Customer has a grinder pump, Customer agrees to pay for the cost of maintaining a grinder pump. The District shall repair or replace such grinder pump and bill the Customer by including the actual charges on the Customer's utility bill.
- VI. Customer is responsible for maintaining any water service lines from the structure being served to the meter box and any residential wastewater service lines from the structure being served to the District's 6" service connection in the utility easement, excluding the physical connection. Non-residential service shall be determined by the District at the time service is provided.

Do you have any of the following: \_\_\_Irrigation System, \_\_\_Pool, \_\_\_Hot Tub, \_\_\_Water Softener, \_\_\_None

You must notify Inframark if any of the above are installed after move in (contact Inframark for a pool application). If any of the above are noticed at time of turn on, Inframark will not turn on services until all installation requirements are met.

**Customer Information (please print):**

**\* Indicates Information is Required**

\*Last name: \_\_\_\_\_ \*First name: \_\_\_\_\_

\*Drivers License No : (State) \_\_\_\_\_ (DL #) \_\_\_\_\_

\*Service address: \_\_\_\_\_

Mailing address (if different): \_\_\_\_\_

\*City \_\_\_\_\_ \*State \_\_\_\_\_ \*Zip Code \_\_\_\_\_

\*Home Phone: ( ) \_\_\_\_\_ Work Phone: ( ) \_\_\_\_\_

E-mail Address: \_\_\_\_\_

\*CUSTOMER SIGNATURE: \_\_\_\_\_

\*Date Service to Begin \_\_\_\_\_

Spouse or 2nd account holder's name \_\_\_\_\_

**(If account holder defaults on payments/responsibility 2<sup>nd</sup> account holder will be held responsible)**

\*Drivers License No: (state) \_\_\_\_\_ (DL #) \_\_\_\_\_

**Renting / Leasing / Own Property (circle one) - If renting or leasing below information and a copy of the lease are required to process application**

Owner: \_\_\_\_\_ Owner's Address \_\_\_\_\_

Owner Phone Number \_\_\_\_\_ Owner email: \_\_\_\_\_

**FOR OFFICE USE ONLY:** \_\_\_\_\_

Account number: \_\_\_\_\_ Date Received: \_\_\_\_\_ Entered by: \_\_\_\_\_

**Confidentiality Agreement**

**NOTICE ABOUT CONFIDENTIALITY OF CUSTOMER INFORMATION**

Chapter 182 of the Texas Utilities Code as amended in 2021 by House Bill 872 provides that a government-operated Municipal Utility District may not disclose personal information (customer's address, telephone number, and social security number) in a customer's account, or any information related to the volume or units of utility usage or amounts billed or collected for such utility usage, unless the customer elects to allow such information to be disclosed.

The Utilities Code requires the District to provide notice of the customer's right to allow disclosure of his or her information. Therefore, if you wish to allow disclosure of your personal information, please check the box below and return this form to the District.

NOTE: The District is allowed to disclose information in a customer's account record to federal, state or local government officials; to District employees, officials and operations personnel; to consumer reporting agencies; to a contractor or subcontractor approved by and providing services to the District, the state, a political subdivision of the state, or the United States; or to any other provider of utility services.

**Authorization to Disclose Customer Information**

PLEASE CHECK BOX IF ALLOWING DISCLOSURE OF PERSONAL INFORMATION

The undersigned customer allows the District to disclose the customer's account information and personal information as identified by Texas Utilities Code.

By: \_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name and Address

RETURN THIS FORM TO:

Inframark  
2002 W. Grand Parkway N. Suite 100  
Katy, Texas 77449-1910



**YOU NOW HAVE ONLINE ACCESS TO YOUR WATER USAGE INFORMATION**

**As part of our ongoing efforts to improve services to our customers, we are now offering you direct and secure access to your water usage data.**

**Follow the simple steps below to access your water usage information:**

1. Go to <https://eyeonwater.com/signup> and select your utility by entering the service address zip code
2. Enter your name and email address
3. Check your email for the verification message
4. Click on the link in the email to verify, and then enter your email address & password to log in.

Once your account is created, you can also download the Eye on Water app to your smartphone



**EyeOnWater**  
Badger Meter, Inc.

**GET**

**Steps to Create an EyeOnWater Account**

1. Enter your service or billing address ZIP/Postal Code.
2. Enter your account number as it appears on your water bill. Don't have a copy of your water bill? Contact your utility.

SAMPLE WATER BILL		
CUSTOMER NAME	SERVICE LOCATION	ACCOUNT NUMBER
JOHN SMITH	123 MAIN STREET	60736-736000000
DUE DATE		CURRENT CHARGES
01/15/2017		\$45.50

3. Enter and confirm your email address.
4. Create and confirm your password.
5. Read and accept the **Terms of Use**.
6. Verify your email address in the confirmation email.
7. Enjoy using EyeOnWater!



Service or Billing ZIP/Postal Code:

Account Number:

Some utilities use a customer number, others omit hyphens, trailing zeros and non-numeric characters. When in doubt, consult your utility to learn which number to use when creating an EyeOnWater account.

Already have an account? [Sign in here.](#)

<b>MAKE CHECK PAYABLE TO:</b> SENNA HILLS MUD P O BOX 684000 HOUSTON TX 77268-4000	SERVICE ADDRESS		ACCOUNT NUMBER		
	14050 SUMMIT DR		60736-736000000		
	SERVICE PERIOD	FROM	TO	BILLING DATE	
		05/17/22	06/15/22	06/30/22	
		DESCRIPTION	AMOUNT		

If you have any questions, please email [csaus@inframark.com](mailto:csaus@inframark.com) or contact customer service at 800-579-4500

Thank you,  
Inframark