WATERWORKS

FORT BEND COUNTY
Municipal Utility District No. 25

PROVIDED AS A PUBLIC SERVICE FOR OUR CUSTOMERS AND NEIGHBORS 2018-2019

BOARD OF DIRECTORS

Beth Murany, *President*
Richard Webb, *Vice President*
James Dalton, *Assistant Vice President*
Escoto Thomas, *Secretary*
Julio Acosto, *Assistant Secretary*

Water Conservation and Resident Options

Water conservation options to save you money and become major stakeholders in district water conservation initiatives!

1 JOIN THE DISTRICT'S IMMEDIATE REBATE PROGRAM!

All you have to do is:

- *Install a High Efficiency Toilet (HET)*
- *Install a Water Smart Irrigation System*
- *Install a Rain Barrel Harvesting System*

Provide a copy of the proof of purchase, contact us to make an appointment for one of the District's Inspectors to visit your residence to verify installation (will photograph as part of verification process)

Receive a One-Time Credit On Your Water Bill:

- *$100 for the first toilet; $75 for second toilet; and $50 for all subsequent toilets.*
- *Receive a $100 One-Time Credit on Your Water Bill For Installing a Water Smart Irrigation.*
- *Receive a $100 One-Time Credit on Your Water Bill For Installing a Rain Barrel Harvesting System.*

2 INSTALL LOW FLOW SHOWER HEADS AT NO COST TO YOU!

The District will provide two (2) low flow showerheads to all residential customers at NO COST to YOU, the customer. *You can:* Complete the Low Flow Showerhead Order Form on our website www.waterdistrict25.com Less water used saves you money!

3 JOIN THE LEAK DETECTION TEAM!

Install District Smart Phone Application At No Cost To You!

Enjoy the convenience of having your water use information at your fingertips. You will be able to view your usage DAILY AND DETECT/REPAIR LEAKS AT YOUR HOME AS SOON AS THEY OCCUR! Other benefits of the smart phone app include the ability to be informed of any planned outages, review your billing information and much more. The new web portal is compatible with all web browsers. The mobile version of the MyWater MUD25 customer portal is available for download on both Android and iOS devices from the Apple iTunes Store and Google Play Store.

Many of the features offered on the web portal do not require a user name or password; however, anyone trying to access specific account information will be required to register using their account number, email address and last four digits of the primary account holder's social security number. Watch this informative video to learn how to register your MyWater MUD25 mobile app account.
www.youtube.com/watch?v=hnbrQ4UoCoM

4 ENROLL IN ANNUAL WATER CONSERVATION PROGRAM!

Customers can earn credits on water bills

- District customers have the opportunity to participate in a voluntary program that offers a rebate (in the form of a credit to your water bill) designed to encourage water conservation. The program is very simple:
- In order to be eligible to participate, customer must have had services in the District for one year prior to enrollment date.
- Residents who wish to join the program must contact the billing office (281-277-0129, option 2) and agree to participate in the program for one year (365-day period to be calculated from the date the resident joins the program).
- For this one-year period, the billing and collection staff will compare the resident's current water usage (gallons used) to water usage for the same period in the previous year.
- Every 6 months in the defined 12 month period that the customer uses less water (measured in total gallons used) compared to the water used for the same period in the previous year, the resident will receive a 10% rebate in the form of a credit to their water bill (based on current year's usage with a maximum credit of $75.00 per account). For the months in the current billing cycle when total gallons used equals or exceeds amounts used compared to the same period in the previous year, no credit will be issued.
- The conservation rebate program ends 365 days from the date the resident joins the program. To sign up for further rebates, the resident must voluntarily sign up for a new one-year commitment. Water conservation just makes sense and now you can earn "cents" (credit to your water bill) for taking steps to ensure an adequate supply of water for future generations.

COMMUNITY HEARTLINES

Neighbors Helping *Neighbors*

Water Is Life!

However, water is not the only item needed to sustain life and that is why the District, as your water provider, initiated several socially responsible programs that will make life better for the residents in our community. Partnering with the District for our COMMUNITY HEARTLINE projects – things that will make you feel just a little bit better – by helping others who may not be able to help themselves ... by making a difference where you live... for your family and neighbors.

Community Food Drive:

The District extends a heartfelt "Thank you" to all our residents for ensuring the annual food drive will be a huge success! The East Fort Bend Human Needs Ministry, with your support, provides nutritious meals to thousands of families who rely on your generous donations.

The next food drive is scheduled for October 7-11, 2019, but we can't do it without you! Please give what you can and let's continue to help families in need!

Voluntary Donations:

Did you know you can add a voluntary donation, when you pay your water bill, to be deposited in a separate fund, with the East Fort Bend Human Needs Ministry, to help neighbors experiencing unexpected difficulties? The money helps those who need help to pay their water bills. Additionally, if you are the neighbor who needs help, contact the East Fort Bend Human Needs Ministry, who's only goal is to assist people in need.

TECH NOTES

Please visit our new and improved website! www.waterdistrict25.com

Easier navigation and user friendly

District information all in one place

Check your water usage and pay online

FREQUENTLY ASKED QUESTIONS

All questions should be sent directly to MUD25 through the District website

Q If have a Sugar Land or Richmond address, is that the city that oversees MUD25?

A *No! MUD25 is in the ETJ of the City of Houston, who oversees and approves engineering standards and development for MUD25. You live in an unincorporated area of Fort Bend County, not in any city. MUD 25 boundaries are not in the ETJ of Sugar Land or Richmond.*

Q Why am I charged a fee to get water set up when moving in? There was already water going to the home. Also, when paying online bill, there is a $3.50 convenience fee. Why?

A *When a customer moves out of a home, the customer finalizes the account; the District reads the meter, calculates the final bill and sends a final statement to include a refund of deposit on file, if applicable. Alternatively, when a new account is established, the records must be setup to include new owner's name, contact information and record deposit paid for the new account. The convenience fee charged for e-checks and credit card use is not charged by the District. Instead, the District uses a third party processor for e-checks and credit cards to ensure compliance with regulatory banking laws.*

Q The tax rate is very high compared other MUD's in the area. The tax rate is just too high for the MUD's age and location. I've looked at nearby MUD's to verify, it's quite a large difference.

A *All MUDS are not equal and are not the same. The age of the District is not always the deciding factor when determining tax rates. Some MUDS are in master planned communities with large commercial development tracts, which produce higher revenue streams than MUDS who are primarily residential developments. The commercial tax revenues subsidize lower tax rates to residents. Some MUDS are in-city MUDS and receive subsidies from the cities to support debt service and operational/facility expenses, which reduces overall tax rate to residents. Not all MUDS have the same number of facilities (water plants, sewage treatment plants, lift stations and detention ponds (maintenance, pumps) Comparing MUDS is like comparing apples to oranges; not all are the same. However, where age could be a factor is a MUD with an aging infrastructure and facilities, which need more maintenance and rehabilitation than newer facilities. Occasionally, aging residential properties experience declining property values that produce lower tax revenues, creating a situation that becomes untenable when trying to rehabilitate aging facilities and infrastructure with less revenue. The growth in MUD 25 allowed the Board of Directors to reduce the tax rate for over 11 straight years, from a long ago high of $1.82 per $100.00 of assessed property value to the current rate of $0.84 per $100.00 of assessed property values (property values set by FBCAD). Growth has been good for the District's residents. Even better news? Property values within MUD 25 have been holding value very well, enabling us to keep pace with rehabilitation to aging facilities and infrastructure with little or no impact to the tax rate. In fact, the number of residential connections has increased significantly, making us larger than some cities.*

Q You deduct a chunk of money referred to as NFBWA FEE every month. What is NFBWA FEE stand for?

A *MUD25 does not deduct surface water consumption fees on our bills for the North Fort Bend Water Authority. MUD25 opted out of the NFBWA because we did not convert to their surface water program. You must live in another MUD.*

Q Standing rainwater on my street who to contact?

A *Contact your MUD water operator. The phone number should be on the bill.*

YOU ARE THE SOLUTION TO POLLUTION!

Sewer Systems Need
Fat-Free Diets Too!

The medical community has spoken loud and clear: less grease and fat consumed by humans helps make humans healthier. However, did you know that the same fat-free mandate contributes to healthier sewer systems and water supplies?

Oil and grease pollution from urban storm waters is an important and growing water quality and sewer system problem. Rivers and groundwater that were once pure have become polluted and life threatening. Grease, fats and oil contribute to blocked sanitary sewer systems leading to sewage overflows. The main culprits are improper disposal of fat, oil and grease from food preparation, which create back-ups and other problems in sewer systems. While residents and food preparation facilities may find it inconvenient to dispose properly of grease, fat and oil, residents will find it more inconvenient and expensive to unclog blockages and cleanup spills. "Municipalities are under great pressure to better manage the wastewater collected, treated, and discharged to the environment. Hence, to accomplish the main objective, cleaner discharge and protection of the receiving streams and sediments, effective pollution control devices are needed," said T. Duncan Ellison, executive director of the Canadian Water and Waste Water Association (CAW) at the Air & Waste Management Association (ALMA) Annual Conference and Exhibition in Anaheim, California on June 18, 2003. Water discharges from industrial, commercial, and other facilities are governed by a variety of federal, state, and municipal laws. Wastewater managers, businesses that generate fats, oil and grease and residents must be aware of new standards regarding prohibited waste substances. The best method for avoiding grease and fat in the sewer systems is to NEVER pour grease, fat, oil down the sink or floor drains. Instead, place cooking oils, grease and fats into a can or container with a secure lid and dispose of properly as designated by your community regulations or the county/regional Environmental Protection Agency.

Protecting Your Storm Drain Systems!

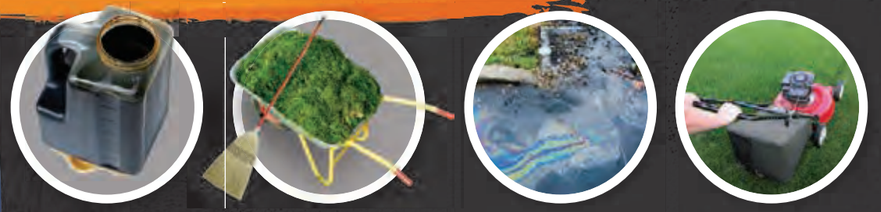
In most urban and suburban areas, your street connects to downstream lakes, wetlands and streams through the storm sewer system. Water runs off your street and yard rapidly through storm sewers carrying pollutants collected along the way, directly into our lakes and rivers. In essence, we all live on the waterfront and have a duty to protect future water sources. Storm water runoff becomes a problem when it picks up and carries debris, chemicals, dirt and other pollutants as it flows or when it causes flooding and erosion of stream banks or when people deliberately contaminate storm sewers by illegally dumping hazardous substances and chemicals into storm sewers. Pesticides, fertilizers, oil and soap are harmful in any quantity. Sediment from construction, bare soil, agricultural land, pet waste, grass clippings, plastic water bottles and leaves harm creeks, rivers, lakes, all receiving streams, if dumped in sufficient quantities. Various human activities like watering, car washing, and malfunctioning septic tanks can also put water at risk. Here, the runoff carries pollutants to creeks, rivers and lakes. Polluted runoff generally happens anywhere people use or alter the land. For example, in developed areas, none of the water that falls on hard surfaces like roofs, driveways, parking lots or roads can seep into the ground. The impervious surfaces create large amounts of runoff that picks up pollutants. The runoff flows from gutters and storm drains to streams. Runoff not only pollutes but also erodes stream banks. The mix of pollution and eroded dirt muddies the water and causes problems downstream. Polluted storm water runoff is the number one cause of water pollution in Texas. Polluted water creates numerous costs to the public and to wildlife.

Communities that use surface water for their drinking supply must pay much more to clean up polluted water than clean water. Polluted water hurts the wildlife in creeks, streams, rivers and lakes. Dirt from erosion, also called sediment, covers up fish habitats while fertilizers can cause too much algae to grow, which also hurts wildlife by using up the oxygen they need to survive. Soaps hurt fish gills and fish skin, and other chemicals damage plants and animals when they enter the water. Why should you care? Streams and creeks feed into rivers, lakes and eventually the ocean. We all drink water, so all are affected when our water is polluted. When water treatment costs rise, the price of drinking water goes up. Additionally, if you like to fish, swim or boat, you may have heard or been affected by advisories warning you not to swim, fish or boat in a certain area because of unhealthy water or too much algae. Shellfish like clams, oysters, and shrimp cannot be harvested from polluted waters, so anyone that enjoys these foods or makes a living from the shellfish industry is affected. Money made from tourism and water recreation is adversely impacted, as are businesses and homes flooded by storm water runoff.

When we pollute our water, everyone is affected! Polluted storm water runoff is a leading cause of impairment to the nearly 40 percent of surveyed U.S. water bodies do not meet water quality standards. Over land or via storm sewer systems, polluted runoff is discharged directly into local water bodies. Water pollution can result in the destruction of fish, wildlife, and aquatic life habitats; a loss in aesthetic value; and threats to public health due to contaminated food, drinking water supplies, and recreational waterways.

The Environmental Protection Agency introduced The Federal Clean Water Act, which requires towns, cities, military bases, special districts and municipalities to take steps to reduce polluted storm water runoff include enforcement action and financial penalties for failure to comply. Residents who violate Rate Order and other regulatory laws can be fined up to $5,000.00 per day as costs for remediation for violating laws that protect our storm water systems. However, the bigger cost is the potential threat to human life and safety. Additionally, every item put in our storm drains ends up in receiving streams, wasting the receiving capability of a precious resource when drainage is needed during heavy rainfalls.

The District provides a number for reporting those who contaminate our storm water system. Thus, if you see anyone in the act of dumping hazardous chemicals, grease, paint, plastic, grass, etc. into District storm water drains, please call 1-866-414-9950. Think about it; the only source for water to drain is via the storm drains to receiving streams. Further, water is WATER so the life or home you save, by reporting violations, could be your own or that of your children!



Facts About Nonpoint Source Pollution

What do motor oil, lawn fertilizers, cigarette butts, grass clippings and pet poop all have in common? They all contribute to what the U. S. Environmental Protection Agency (EPA) warns is the number one threat to our drinking water supplies...Nonpoint Source Pollution. Today, most oil pollution in North America's coastal waters comes not from leaking oil tankers or oil rigs, but from countless oil leaks from the more than 235 million cars currently on the road in this country. Drip, drop...cars make daily oil deposits on roadways, parking lots and driveways and neighborhood streets. When it rains, storm water runoff carries with it globs and sheens of oil from paved surfaces into the storm drains...on to creeks and streams... and ultimately into bays and estuaries...and finally into the sea or Gulf of Mexico, in our case here in Texas.

Here are some more statistics about this sneaky kind of water pollution that will surprise you. Contrary to popular belief, most water pollution does not come from illegal dumping of chemicals and toxic waste. In fact, that accounts for less than ten percent of it. Forty percent of water pollution originates with automotive fluids washing off paved surfaces from normal rainfall and cleaning activities.

Twenty-five years ago, most of the "point-source" pollution-- the kind where the source was easily identified – was eliminated when industries and wastewater treatment facilities cleaned up their discharge to public waters to comply with the Clean Water Act or face crippling fines. Today, most water pollution comes from far more benign looking causes – pastures, construction sites, parking lots, housetops, lawns and driveways.

Surely this can't be legal? You bet it's not! However, since the pollution comes from so many diverse sources, and may vary by season, it is often difficult to determine the exact point of origin. Who causes this pollution...it's you and me, doing things we do every day...without thinking about the global impact. The local stream is probably the last thing on your mind when you pull the car up into the driveway to give it a good washing or fertilize your lawn, right? Think about it! What type of global footprint do you want to leave for your children in the future?

THE OPERATOR'S CORNER

- Lift Stations 9, 10, 11 and 12 are complete and online.
- Older lift stations in the District have been rehabilitated except lift station 2, which will be rehabilitated with the sewage treatment plant projects.
- Windsor Estates is now complete. .
- The rehabilitation of sewage treatment plants 1 and 2 will be underway by June 2019.
- The jetting and inspection of the entire storm drain system in the District is complete.
- The sewer line inspections for Park Pointe, Summer Field and Stratford Park are complete.
- Pheasant Creek sewer line inspections will be complete by October 2019.
- Sewer Line inspections for Oak Lake Court, Orchard Lakes Estates, Chelsea Harbour and Old Orchard are in the planning stages.
- The control rooms at Water plants 1 and 2 have been rehabilitated.
- The ground storage tanks, hydro pneumatic tanks, piping and pumps at water plant 3 have been recoated.
- A main sewer line on Tranquil at Red Gully has been replaced.
- A U shaped water line at Rippling Mill and Tranquil has been installed to extend connection to main water line.
- Initial improvements to the Fixed Network are complete; other upgrades to improve efficiency in progress.
- Mechanical rehabilitation to all facility generators are in the planning stages. However, control panels for all generators have been replaced.
- The Drought Contingency Program has been updated (posted on the website).
- The Emergency Preparedness Program has been updated (posted on the website).
- Pools and/or sprinkler systems are required, by District statutes, to have a backflow device installed and, once installed, the device must be inspected by one of the District's operators to ensure the device meets state regulations and is properly installed.
- The 5-year Strategic Capital Projects Rehabilitation program will be complete by April 2019.
- Avoid spraying pesticides or fertilizers within 50 feet of any storm drainage structure (unless stricter limits apply).
- Follow all manufacturers' recommendations for mixing, applying, cleaning-up, storage and handling of pesticides and fertilizers.

Attention *Seniors!*

The Board of Directors of Fort Bend County Municipal Utility District No. 25 voted to give our resident senior citizens a break! Senior citizens are entitled to a discount on annual MUD taxes. For more complete information or to find out if you qualify, contact Assessments of the Southwest: 281-482-0216.

Helpful hints from the
Billing Department:

Improve your bill paying experience:

1. **Call the office to enroll in E-Notification!** Once enrolled, you receive an e-mail notification when the new bill is available for viewing online.
2. **You have more options for paying your bill than ever before!** Pay Online, Pay by Phone, Pay at the District Office, Place your payment in the drop box located inside the Pheasant Creek Shell Station, or Enroll in ACH payment option, Pay by Debit or Credit Cards or by Electronic Check (the Credit/Debit card and e-check includes a processing fee of $3.05).
3. **IMPORTANT REMINDER: Residents using bank online payments (charged by payment processing firm) need to know that the bank cuts a check and sends the payment as a paper check via regular postal mail delivery to our office.** Allow up to ten days for delivery if you use online banking services because bank online payments ARE NOT ACH TRANSFERS.

4. **The District mails bills monthly.** Your Water bill payment is due on the 24th of every month. HOWEVER, if you do not receive your bill, call us! We are happy to send a copy of your bill or you can view your bill online at *www.waterdistrict25.com*
5. **Want a quick way to earn credits to your monthly bill?** Participate in one of the Water Conservation Rebate options offered by the District (view options on the District website or call our office for details.)

The Success of the District's Effluent Reuse Partnerships, to Meet Groundwater Reduction Mandates, Saves Residents Over

$10 Million Dollars

in Surface Water Conversion & Consumption Fees!

The scarcity of conventional sources of water in arid and semiarid regions of the world --as well as continued subsidence and declining underground aquifers because of increased pumpage from groundwater supplies -- has fueled the movement to find alternative or additional resources to keep pace with the growing demand for an ad equate water supply.

Additionally, a mandate is now in place that requires groundwater use in Fort Bend County be reduced by 30 percent by 2013 with further reductions by 2025. Possible sources to reduce groundwater consumption include the conversion to surface water, the construction of desalinization plants to convert salt water, and the use of effluent water for approved application. Desalinization is very ex-pensive but still under review for some areas.

Surface water conversion is the option selected by most cities and Muds but treatment plants are expensive and the burden for construction and infrastructure costs is normally passed on to residents through an additional fee on the water bill. Effluent reuse, however, has proven to be a less costly alternative that aids reducing dependence on groundwater supplies. In fact, wastewater, when treated, is a relatively stable water source that has uses in agriculture, industry, recreation, gardening, industrial plant cooling, and recharge of underground aquifers.

What does all this mean for the residents of Fort Bend County MUD No. 25?

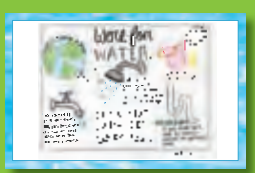
In 2008, The Board of Directors of Fort Bend County Municipal Utility District No. 25 voted to opt out of joining the newly formed North Fort Bend Water Authority and to create our own groundwater reduction plan. Instead of initially converting to surface water use, which would require a raw water source, water treatment plant, and pipelines, the Board of Directors worked to create partnerships with the Orchard Lakes Estates HOA, Chelsea Harbor HOA and the Houstonian Golf Course, to implement an effluent reuse program. The decision enabled all four organizations to meet the 2013 regulatory mandates to reduce groundwater consumption by using effluent reuse, and avoiding conversion to surface water use for irrigation and the amenity lakes. The partnerships facilitated the creation of a successful water reuse program to conserve water for future generations and saved our residents over 10 million dollars since 2008 in add-on surface water fees by avoiding the need to convert to surface water! Partnerships that ensure conservation for future generations and savings to our residents -- now there is a combination that is hard to beat! As the regulations tighten in 2025, the District will continue to expand our groundwater reduction plan and will implement some future partnership to meet the regulations and continue to be best stewards of the groundwater resources and our district finances. More to come, but the innovation over the last 10 years has created one of the best groundwater reduction plans in the region and a greatly reduced cost to all the residents!

Congratulations

to our 2019 calendar art winners!

1st Place – Cover: Karen Le

2nd Place – January
Abigail Pham

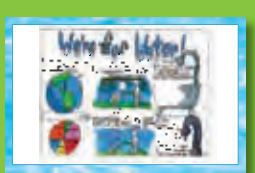


8th Place – July
Zainah Fatima

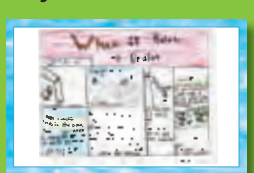
3rd Place – February
Misha Saeed

9th Place – August
Nina Do

4th Place – March
Quyen Roesch



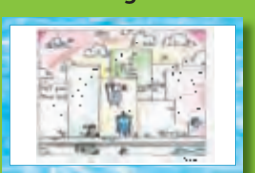
10th Place – September
Vy Ho



5th Place – April
Grant Schaerrer

11th Place – October
Maham Bilgrami

6th Place – May
Amelia Adhanom



12th Place – November
Jennifer Le

7th Place – June
Andy Chang

13th Place – December
Julianne Paguntalan