



FORT BEND COUNTY  
MUNICIPAL UTILITY  
DISTRICT NO. 25

# WATER WORKS

## USEFUL FACTS ABOUT YOUR WATER DISTRICT

JUNE 2002

### MURANY AND LINDLEY ELECTED TO BOARD

#### **DIRECTORS**

**James Cupp,**  
President

**Richard Lewis,**  
Vice President,  
Investment Officer

**Donald F. Hill**  
Assistant Vice President  
& Investment Officer

**Beth Murany,**  
Secretary

**Sylvia Lindley,**  
Assistant Secretary

On May 4, 2002, local elections were held, and two Board of Director positions for Fort Bend County Municipal Utility District No. 25 were determined by the votes of the community. The District is pleased to say that by a solid majority, Beth Murany and Sylvia Jean Lindley were elected to serve a four-year term.

The Board has worked hard over the last four years to lower taxes and make needed capital improvements. The Board has also worked especially hard to keep residents informed about what is being done to ensure an adequate supply of quality, affordable water. The Board has been successful in all three of these areas, and the two newest Board members will ensure that trend continues.

Elections are a great opportunity to provide a “report card” to everyone we vote for or, in some cases, against. The community holds those elected to represent our interests accountable, and every Board member is acutely aware of the responsibilities associated with this role. The Board also recognizes that it cannot be successful in the long term if election time is the only time the desires of the community are heard, so don’t wait for the ballot box to let us know how the Board of Directors are doing.

The Board invites and values the input of the residents within the District; resident input helps to be sure the Board is on the right track! Everyone recognizes that it is significantly easier to resolve problems before they are allowed to fester and escalate.

Again, thank you for the support and record turnout at the voting booth on May 4<sup>th</sup>. The Board pledges that it will continue to do everything reasonable to earn and merit the continued trust of the community.

#### **DISTRICT OPERATIONS:**

**George D. Farland**  
Executive General Manager

**Mary Moore Hayes**  
Executive Administrative &  
Billing Manager

**Daniel R. Whitcher**  
Executive Operations Manager

**Jim Cupp, Richard Lewis, Don Hill,  
Beth Murany, and Sylvia Lindley**  
Board of Directors



## Water Saving Tips for Your Lawn and Garden

◆ Water only when needed and do not over-water. Soil can absorb only so much moisture, and the rest will simply run off. A timer can help. In the summer months, one and a half inches of water applied once a week will keep most Texas grasses alive and healthy.

◆ The best time to water lawns is in the morning during the hot summer months. Otherwise, much of the water will simply evaporate between the sprinkler and the lawn. Sprinklers that send the water out in large drops on a low angle also help control evaporation.



◆ Set automatic sprinkler systems to provide thorough, but infrequent, watering. Rain shut-off devices can prevent watering in the rain.

◆ Use drip irrigation systems for bedded plants, trees or shrubs, or turn soaker hoses upside-down so the holes are on the bottom. This will also help avoid evaporation.

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## The District Offers Low-Flow Shower Heads & Hose Bibb Connectors to Residents at Cost!

◆ **Low-Flow Showerheads:** We want you, the consumer, to enjoy the benefits of water conservation, so we are offering residents low-flow showerheads, as well as hose bibb connectors, at our cost. Low-flow showerheads are designed to produce minimum water at a usable water pressure. One type of low-flow showerhead produces 1.8 gallons per minute at 60 pounds of water pressure. Other low-flow showerheads produce from 2.5 up to 3 gallons per minute. Both types of showerheads conserve water and reduce water bills. Retail costs for low-flow showerheads average from \$10-\$20 each. The District is able to offer the same product at \$3.85 per unit. Residents must place orders at least three weeks in advance of desired delivery. **Please complete the order form (next page) and return to the District office with your monthly payment.**

◆ **Hose Bibb Vacuum Breakers:** The most common forms of cross connection -- an event that can cause contamination of the local water supply -- take place at an outside faucet. A cross connection is *“an actual connection or potential connection between any part of a potable water system and any other environment containing other substances in a manner that under any circumstances would allow such substances to enter the potable water system.”* A good example is the lawn chemical sprayer connected to the faucet by a water hose. If there is any reduction of water pressure at the faucet or in the house, back siphonage can occur and contaminate the drinking water with the chemical in the sprayer. The Hose Bibb Vacuum Breaker is designed to attach to the outside faucet. It helps prevent back siphonage through hoses or any other object connected to the faucet, and helps remove the risk of having a cross connection and possible contamination of your drinking water. It is easily installed on the faucet by threading to the faucet (like putting your water hose on) and then tightening the setscrew so the device cannot be removed. The device is practically unnoticed and does not reduce the water pressure from the faucet.

Unfortunately, a cross connection can be a very serious incident. When the cross connection is between potable water and chocolate syrup or perhaps wine, a few jokes can be made and the incident can be treated as a nuisance. However, when the cross connection involves sewage or highly toxic chemicals, the situation can become deadly.

It is estimated that each day, in the United States, the potential for 100,000 new cross connections is created. Texas is said to be responsible for 10% of this number. (For more information, visit [www.abpa.org/pnw-awwa.htm](http://www.abpa.org/pnw-awwa.htm).)

**If you wish to order Hose Bibb Vacuum Breakers for your outside faucets, please complete the order form (next page) and submit the order with your monthly payment. ◆**

## Consumer Education is a District Priority!

The Board of Directors feels an educated consumer will become a **Water Smart** consumer. To ensure attainment of this goal, the District offers the following educational opportunities to District customers:

◆ **Have you ever wondered how your water and sewer service works?** Where does your water come from? What is a GST? Does the District have emergency backup capability in the event of a power outage? Are you interested in learning more about MUD 25 facilities? There's an easy way to find out! Schedule a tour of the District facilities! Contact George Farland, District General Manager, to schedule an appointment, in advance, at 281-277-0129. Adults must accompany school groups and children under 18.

◆ By Sept. 2002, the District will offer presentations at your location regarding **District Operations** and why water conservation must be a priority now to ensure the availability of water for future generations. Contact George Farland, District General Manager, to schedule an appointment at 281-277-0129, ext. 101.



### District Resident Order Form: PLEASE PRINT

Name: \_\_\_\_\_

Address: \_\_\_\_\_ City \_\_\_\_\_ TX (Zip) \_\_\_\_\_

Account Number: \_\_\_\_\_

Home Phone Number: (\_\_\_\_) \_\_\_\_\_

Work Phone Number: (\_\_\_\_) \_\_\_\_\_

I want to order \_\_\_\_\_ Low-Flow Shower Heads (limit two).

I want to order \_\_\_\_\_ Hose Bibb Vacuum Breakers (limit two).

I agree to pay the District cost of \$3.85 per showerhead and \$0.85 per Hose Bibb Vacuum Breaker.

Customer Signature \_\_\_\_\_ Date \_\_\_\_\_

(Please make check payable to Fort Bend County Municipal Utility District No. 25)



## Online Payments Are NOT Electronic Transfers!

We'd like to clear up some confusion about online bill payments and electronic transfers.

Online bill payment services are not electronic transfers in the true sense. Although the funds may be withdrawn from your account electronically, the bill paying service then drafts a check and puts the check in the regular postal mail service.

In other words, the day your personal account is debited is **not the date the payment is received** by the District office. Since the online payment service actually drafts a check and mails it through the normal United States postal Service, delivery is subject to the same potential for delivery problems as are incurred with regular mail delivery.

If you utilize this type of payment service, be sure to allow **seven to ten days prior to the due date of the bill** for actual mail service processing and delivery to insure that your payment arrives on time. Or you might consider returning to the old fashioned way...



## Now it's easy to pay your water bill!

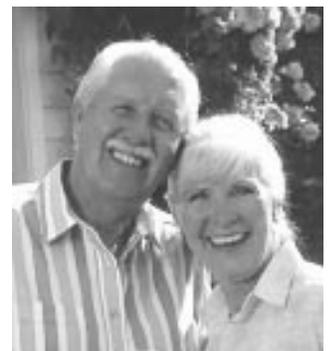
There is more than one way to pay your water bill...

- 1. Drop it off...**There's a drop box located at the Pheasant Creek Food Mart (the Texaco station) on the corner of Old Richmond Road and Pheasant Creek Drive. (No cash payments are accepted at this drop box.) There is also a drop box at the District office.
- 2. Stop by and see us...**Make your payment at the District office, located at 18230 Old Richmond Road, Sugar Land, TX 77478 (no cash payments accepted at the District office), or use the drop box located at the corner of the building.
- 3. Mail it to us...**send it to our Post Office Box 2847, Sugar Land, TX 77487-2847.
- 4. Use our direct debit service...**Payments may also be made by signing up for the District's ACH direct debit service (free service to District residents). Contact the District office at (281) 277-0129, ext. 109, 104, or 105, for more information. The ACH payment system is an electronic transfer of funds and credit to your MUD account occurs the day/date the funds are debited from your bank account.

No matter what method you choose to make your payment, however, please **pay close attention to when your payment is due**. This date is indicated on your bill, so allow sufficient time for the payment to reach us by that date. Depositing your payment on the date noted as "Termination Date" may result in termination of your water service with additional fees incurred for reconnection.

### *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 Tommy Lee, at Assessments of the Southwest: 281-482-0216. 💧



# Meet Our New Board Members...

## Sylvia Lindley...

Sylvia Lindley has resided in Fort Bend County, in District 25, for almost six years. Sylvia's husband Mike works for Mr. Air, a Sugar Land company, and supervises A/C installations and repairs. Sylvia has two children, Michael 16, and daughter Stephanie, who is a freshman at Houston Baptist University, specializing in education.

Sylvia's professional background includes ten years as a bookkeeper and moving up, through promotion, to Office Manager for a local group of orthopaedic surgeons. Volunteer activities include teaching a Sunday school class for three year olds, providing assistance to the church office staff and bible study groups,

as well as multiple community volunteer activities.

Sylvia's financial background, her expertise in coordinating multiple projects, and customer service experience will make her a real asset to the District.

## Beth Muram...

Beth has been married for 17 years to husband Pete, and they are blessed with four wonderful children: Daniel 13, Sherry 10, Holly 6, and Logan, 3.

Beth has been a resident of the District for 14 years, and moved to Sugar Land in 1988. When the family outgrew their original house, they loved the area so much that they purchased a larger house, remaining within the District!

Beth worked for the same automobile dealership for 14 years and when the business was sold, she continued to work for the owner, in a part-time accounting capacity. (That's 20 years with the same employer). Beth has been able to transfer at work duties to the home environment, and is able to spend more time with the children.

Beth is very involved in the community, and serves in a number of volunteer capacities, including serving as Team Mom for children's sports teams, and as Girl Scout Leader. Beth also serves as a volunteer Board member for the Pheasant Creek Homeowner's Association (three years) and Sheltering Arms (five years).

Beth brings a wealth of talent and expertise to her newly elected position, and will be a valuable asset to the District. 💧

## **Fort Bend** MISSION STATEMENT Municipal Utility District Number 25

"It is the objective of the District Directors and Employees of Fort Bend County Municipal Utility District No. 25, to provide the highest quality service to the community and our customers. To achieve this goal, we will strive to maintain the purity of the water supply; to insure the provision of quality service; to maintain the integrity of all District facilities to include equipment, plants, sanitary systems and distribution systems; to control development and the tax base within acceptable limits; and to implement action to ensure the financial growth and stability of the District.

To the employees of Fort Bend County Municipal Utility District No. 25, the Directors pledge to create an environment in which every employee is provided the opportunity to improve their skills and abilities for career advancement. We value our employees and want them to have a sense of pride knowing that they work for a company that cares enough to provide recognition for their years of service as well as quality performance."

Visit us online anytime! [www.waterdistrict25.com](http://www.waterdistrict25.com)

# Don't fret about your water bill! Here are some Answers to your frequently asked questions...



## **Q. When is the bill due?**

**A.** Payment for your water bill is due, and must be in the District office, by the 24<sup>th</sup> of each month. The bill is considered past due if received in the District office after the 24<sup>th</sup> of the month and is subject to penalties and delinquent letter fees. If the water is disconnected, a reconnect fee of \$50.00, PLUS \$ 75.00 DEPOSIT IF NONE IS ON FILE, must also be paid.

## **Q. What if I don't receive my bill?**

**A.** Bills are mailed to all customers monthly. The District is not responsible for errors that may occur due to problems with delivery of mail. You are responsible for ensuring your bill is paid in a timely manner.

## **Q. What if my payment becomes lost and is never received by your office?**

**A.** Again, the District is not responsible for payments lost in transit (to include payments lost in the mail and/or losses associated with online transactions).

## **Q. What if the bill is paid after the 24th?**

**A.** You will incur a \$5.00 late fee of \$10.00 for payments received after the 24th..



## **Q. Where do I pay the bill?**

**A.** For your convenience, we have FOUR ways you can pay your bill:

1. Bills can be paid in the District office. The District office is located at 18230 Old Richmond Road, between Voss and FM 1464 (on the STP site, between the sub-divisions of Pheasant Creek and Summerfield). We have a drop box at this location, too!
2. You can save postage by dropping your payment in the drop box at the Pheasant Creek Food Mart (Texaco) at the corner of Old Richmond Road and Pheasant Creek Drive.
3. Mail to Fort Bend County MUD #25, P.O. Box 2847, Sugar Land, TX. 77487-2847.
4. Use the District's free ACH service! It's quick, and easy and ensures your payment is made even if you're out of town.

## **Online Bill Payment Services**

Those who utilize an online bill payment service should allow seven-ten days for postal mail delivery, since online payments are not an electronic transfer of funds. The check is actually mailed to the District office.

## **ACH Bill Payments**

Residents can sign up for ACH bill Payment Service by contacting the District office. It's free to District customers, the payment is an electronic transfer of funds, and your water bill account is credited the same day funds are debited from your account.

*Continued...*

If you decide to use the drop box or mail your payment, you should mail or drop off in advance of the date due to insure receipt in our offices by the 24<sup>th</sup>.

**Q. Where are you located?** A. The address is 18230 Old Richmond Road, Sugar Land, TX. 77478.

**Q. When does Ft. Bend County MUD #25 pick up payments from the drop box and post office box?**

A. Payments at the post office and the drop box are picked up daily, Monday - Friday, by 7:15 a.m.

**Q. Who do I call if I have a problem with my bill?**

A. Call 281-277-0129 and ask to speak with someone in the billing department.

**Q. What does the voluntary donation for “amb” mean?**

A. The \$ 2.50 voluntary donation is a fee that is collected and forwarded to the voluntary fire and ambulance service provider that responds to calls within District 25. If you do not wish to pay this fee, your account will be adjusted accordingly.



**Q. What are the District’s base rates?**

A. The District’s base rates are listed in the rate order and can be reviewed in the District office or on the District web site ([www.waterdistrict25.com](http://www.waterdistrict25.com)). Please note the rate order is subject to periodic revisions.

*Thank you for being patient while we conducted our business in the temporary trailers. We are now in our new building! Each call is very important to us and every customer will be given the best possible customer service. Thank You! 💧*

## More water-saving tips...

💧 Don’t water the streets, driveways or sidewalks...they will never grow a thing and it tends to make your neighbors mad!

💧 Condition the soil with mulch or compost before planting grass or flower beds so the water will sink in rather than run off. Consider using **water-wise plants**. Learn what types of grass, shrubbery, and bedding plants do best in our community. Choose plants that have low water needs, are drought-tolerant, and are adapted to the area in which they will be planted. **Remember, plants do not save water...people do.**



💧 Do not “scalp” lawns when mowing during hot weather. Taller grass holds moisture better.

💧 Use a watering can or hand water with a hose in small areas of the lawn that need extra attention, and for small flower beds along walks and driveways. Hanging baskets can sometimes be watered more efficiently by taking them down and placing them in the path of a sprinkler instead of running water through the hose.

💧 Don’t “sweep” walks and decks with water. Use a broom or rake instead.

**Water Conservation is making the most efficient use of our state’s precious water resources. PRACTICE IT! ■**



# We Want to Hear From You....

Do you have any comments, questions, or concerns about your water or sewer service? Questions about your water bill? Do you wonder if we have an adequate supply of water during "dry spells"? Will water and sewer service be available in case of a natural disaster?

Your Board of Directors of Fort Bend County Municipal Utility District No. 25 place a high priority on communicating with residents served by our District, so we have a number of methods in place for reaching your Board members any time:

## 1. World Wide Web:

Visit us on the Internet! [www.waterdistrict25.com](http://www.waterdistrict25.com). Learn

about our Board meetings, what's on the agenda, and send us your comments right from our website.



## 2. Snail Mail:

Mail your comments or questions to our Post Office Box -- Fort Bend County Municipal Utility District No. 25, P.O. Box 2847, Sugar Land, Texas 77487-2847.

## 3. Monthly Meetings:

Attend a District Board meeting -- your Board of Directors holds a public meeting the second Friday of each month at 5:30 p.m.

The meetings are held at the District office. Please verify the meeting time by calling the District office (281-277-0129).

Please let us know how we're doing and what we can do to improve. We invite your input, and look forward to hearing from you -- each of you -- soon! 💧

**For service requests, billing questions or after hours emergency response, call 281-277-0129.**

## New Sprinkler System or Pool? It's the LAW! Contact the Water District to Inspect Connections!

If you install a new sprinkler system or pool, the TNRCC requires that the local municipal utility district responsible for the provision of water & sewer service inspect the connections.

Call 281-277-0129 and ask for Allen, Brian, Larry or Dan to schedule an appointment.



FORT BEND COUNTY  
MUNICIPAL UTILITY  
DISTRICT NO. 25

Fort Bend County Municipal  
Utility District No. 25  
P.O. Box 2847  
Sugar Land, Texas 77487-2847

6/2002-2300