

WATERWORKS

Provided as a public service for our customers and neighbors

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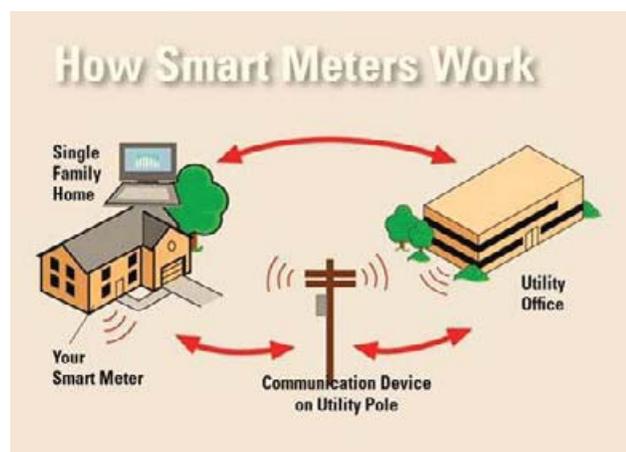
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FORT BEND
C O U N T Y
Municipal Utility District No. 25

District Announces Implementation of Advanced Metering Infrastructure Phase I

Advanced metering infrastructure (AMI) is an integrated system of smart meters, communications **networks**, and data management systems that enables two-way communication between utilities and customers. AMI NETWORKS OFFER BENEFITS BEYOND METER READING! In many cases, fixed-network AMI systems rely on a communication network that reaches to every corner of the host municipality, and opens the door to a range of new functionalities to include leak detection on the user side of the meter before water leaks are ever seen above ground, which helps the District help the customer avoid leaks not yet detected by the consumer, and eventually, smartphone use by customers.

Executive General Manager, Steve Kim, noted, "The implementation of the first phase of our AMI, is a long term dream finally come to fruition. The intent of the AMI is to help our customers avoid surprises, such as large bills at the end of the month, due to undetected leaks on the customer side of the meter. Currently, we have achieved approximately 97% functionality on the analytics. However, we hope to achieve 100% functionality in the near future. Phase II will include smart phone applications to increase the convenience factor for our customers. Our goal, as public administrators, is to continue seeking new and innovative applications to improve the level of service and convenience for our customers."





RESIDENTIAL WATER CONSERVATION STARTS OUTSIDE!

One of the most important steps in maintaining a healthy landscape is **effective AND water efficient irrigation**. A properly watered lawn and garden is more resistant to pests and other lawn problems. However, much of the water used to maintain residential landscapes is wasted through inefficient watering techniques. By developing a water-efficient lawn and garden, you can maintain a healthy and beautiful yard that benefits the environment.

WATER-EFFICIENT LANDSCAPES

A water-efficient landscape starts with **plant selection**. Choosing plants adapted to the area will help make your landscape both beautiful and water-efficient. Plants native to your area typically require less maintenance and smaller amounts of pesticides, fertilizers, and supplemental water. Keep in mind, though, that newly established landscaping will require more water than an established area. Adjust your watering schedule according to the needs of your plants.

WATERING MISTAKES

Much of the water applied to lawns and gardens never gets absorbed by the plants. Here are some common WATER WASTERS:

Runoff... Applying water too rapidly causes runoff, because grass and plants can only absorb so much water at a time. When runoff occurs, soil, fertilizers, and pesticides can be carried to nearby streams.

Evaporation... Watering in the middle of the day or using a sprinkler that sprays a fine mist causes much of the water you apply to be lost through evaporation. Plants don't have enough time to absorb the water before it is evaporated by the sun.

Underwatering... Watering too little is wasteful because it does little to alleviate any drought stress that the plants may have.

Overwatering... Applying too much or too often causes the greatest waste of water. In addition to overwatering the plant, excessive irrigation can leach nutrients deep into the soil away from plant roots, which increases the chances of runoff pollution. Good

WATERING TECHNIQUES

The key to watering lawns is to apply water infrequently, yet thoroughly. This creates a deep, well-rooted lawn that efficiently uses the water that is stored in the soil. To know when to water your lawn, simply observe the grass. Wilting and discoloration are signs of water stress. At the first sign of wilting, you have 24 to 48 hours before damage occurs.

To water properly, apply 1 inch of water to the lawn as rapidly as possible without runoff. An easy way to measure your application of water is to place a 6-ounce tuna can on your lawn. When the can is full, you have applied enough water. If you start to notice runoff before the can is full, turn off the water. Then, wait for approximately one hour to allow the grass to absorb the water, turn the water on again, and wait for the tuna can to fill.

Water early in the morning, before 10 a.m. Avoid watering from mid-morning to late afternoon when you can lose one-third of your water to evaporation. Also avoid watering in the evening, because lawns and plants that are left wet overnight are more prone to disease. ♦





Community Heartline

FBCMUD No. 25 and East Fort Bend Human Needs Ministry Partnering to Help Residents in Need

Neighbors helping Neighbors is what our **Community Heartlines Program** is why the program was established! The District partners with the East Fort Bend Human Needs Ministry on two distinct fronts to help residents in our community.

First, the District hosts food drives annually to benefit residents in need. Bags are distributed to each resident location the day before collection and District employees collect donated food items the next day. The food generously donated by our residents is delivered to the **East Fort Bend Human Needs Ministry (EFBHNM)**. Residents in need of food and other items may contact the East Fort Bend Human Needs Ministry for assistance.

The food drive held in November, 2016, resulted in the collection of 288 bags of food and needed shelf stable supplies. The District would like to thank all the residents who participated!

Subdivisions contributing the highest number of bags of food are:

**Orchard Lake Estates 1st place;
Stratford Park 2nd place; and
Chelsea Harbor 3rd place.**

Second, the East Fort Bend Human Needs Ministry agreed to establish a partnership relationship with the District that enables residents of the District to add a voluntary contribution to their water bill payments to help our residents who may need temporary help paying water bills (Residents must designate how much they wish to contribute and add that amount to the total paid). The contributions collected by the District are forwarded to the East Fort Bend Human Needs Ministry, where an account is maintained to help pay water bills for District residents who qualify for temporary financial assistance.

EFBHNM Contact information:

Phone : 281-261-1006

ministry@humanneeds.org

435 Stafford Run

Stafford, Texas 77477

**“We do not inherit the Earth
from our ancestors,
we borrow it from our children.”
-- Native American saying**



WATER CONSERVATION AND CONSUMER EDUCATION...

The Cornerstones of A Successful Water Management Strategy

The District's partnership with our schools continues to be a huge success! The District's youngest consumers believe education about water conservation and saving our public waterways is important!

Water conservation is critical if we are to ensure an ample supply for future generations. A key component of water conservation is consumer education. The end user must implement good water use practices or water conservation does not occur.

One part of the District's consumer education program includes our partnership with **Marcario Garcia Middle School**. The District and Garcia Middle school hold an annual Calendar Contest to be sure our youngest consumers understand the importance of saving water and protecting the public waterways via our storm drains. Based on the drawings provided by the children, we are pleased to say our



children have a unique and thorough understanding of what must be accomplished to save water for the future.”

A very special thank you to **Carol Rodriguez**, Executive Administrative Assistant for the District, who, in concert with all the people named below, managed to bring a plethora of pieces together to make sure the event was properly executed.

We are pleased to announce the results of this year's calendar contest:

**Congratulations to the Winners of the
Fort Bend County MUD No. 25 2017 Calendar Competition!
Thank you to our Judges and Teacher Coordinators**

JUDGES		1st Place – Cover <i>Anh Nguy</i>	
Steve Kim Executive General Manager Fort Bend County MUD No. 25	Mary Moore Hayes Assistant General Manager Executive Director, Human Resources Fort Bend County MUD No. 25	2nd Place – January Narsi Chokshi	8th Place – July Liliana Montalvo
Fabiola Padron Executive Administrative Manager Fort Bend County MUD No. 25	Helen Hughlett Supervisor, Billing/Collections Fort Bend County MUD No. 25	3rd Place – February Christopher Perez	9th Place – August Chrissy Nguyen
Osbaldo Martinez Assistant Chief Operator Fort Bend County MUD No. 25	Jack Murdock System Administrator Fort Bend County MUD No. 25	4th Place – March Dalton Huckabee	10th Place – September Acrum W. Wamala
TEACHER COORDINATORS		5th Place – April Nicole Ding	11th Place – October Shaan Charolia
Shehla Sheikh 6th Grade Art Teacher Macario Garcia Middle School	Richard Battenfield 7th Grade Art Teacher Macario Garcia Middle School	6th Place – May Kaely Maglalang	12th Place – November Josselyn Canales
		7th Place – June Zoë Foster	13th Place – December Jin Wang



Helpful Hints to 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. **NOTE: Please update your information if your email address changes!**
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 at the Pheasant Creek Shell Station, Pay your bill at the Fiesta Grocery Store at Hwy. 6 and Bellaire, Enroll in ACH payment option, Pay by Debit or Credit Cards or by Electronic Check.
3. **IMPORTANT REMINDER:** Residents using bank online payments 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 www.waterdistrict25.com Have a problem with your water bill? Call us! We are here to help!
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:

How Residents Earn Rebates

A one-time credit to your bill:

1. Replace a High-Use Toilet with a High Efficiency or LOW-FLOW Toilet (HET) or install a Water Smart Irrigation system or Rain Water Harvesting system at your residence within the District.
2. Schedule an appointment for one of the District's licensed inspectors to visit your residence to verify replacement of HIGH USE TOILET with HIGH EFFICIENCY or LOW FLOW TOILET installation. District personnel will photograph old toilet and new toilet or installation of Smart Irrigation or Rain Water Harvesting system, as part of the verification process.
3. Provide a copy of proof of purchase and installation. Once all three steps are complete, and the paperwork is submitted to the District's Billing office, residents earn a one-time maximum credit on water bills as described below:

■ Installation of/Conversion to Smart Irrigation System or Installation of Rainwater Harvesting Systems:

One time credit of \$100.00 (one hundred dollars) on your water bill.

■ For High Efficiency or Low Flow Toilet Systems*:

One time credit of \$100.00 (one hundred dollars) for first toilet, \$75.00 credit (seventy five dollars) for second toilet and \$50.00 (fifty dollars) for all subsequent toilets* (For more information on High Efficiency or Low Flow Toilets, visit <http://www.epa.gov/watersense/products/toilets.html>. *Rebates applied to your water bill.)

■ Install low-flow showerheads at no cost to residents (Limited to homes owned within the district).

The District will provide two (2) high quality low flow showerheads to all residential customers at no cost to the customer. All you have to do to obtain the showerheads is complete the order form on the District's website (www.waterdistrict25.com), and click on the Low-Flow Showerhead Order Form under the header Water Conservation on the left side of the screen (allow 3-6 weeks for availability.) For more information on Low-Flow Showerheads, visit <http://www.epa.gov/watersense/products/showerheads.html>



■ **Enroll in the water savings rebate program:**

District customers have the opportunity to enroll in a voluntary program that offers a rebate, in the form of a credit to your water bill, designed to reward our customers for water conservation.

To Enroll:

- Contact the District Billing Office and agree to participate in the program for one year (365-day period, calculated from the date the resident joins the program).
- Billing staff will compare the resident's current water usage (gallons used) to water usage for the same time in the previous year for this one-year period.
- 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. The resident must voluntarily sign up for a new one year commitment to earn further rebates.
- Call to sign up today, or go to the District's website -- www.waterdistrict25.com -- click on the Water Conservation Registration form, complete the form and click the button to email it to our office (or print and drop in one of two payment boxes located outside the District's office or in the Pheasant Creek Shell Station). ♦

Help Protect Our Drinking Water Supplies!

Residents play a large role in ensuring the storm drains remain clear. How? Here are some simple ways you can help ensure drains remain clear and functional include:

- Mulch-mow grass. Sweep up and dispose of grass clippings on paved surfaces. Do NOT dispose of grass clippings in storm drains!
- Avoid broadcast spraying of pesticides that could enter storm water inlets.
- 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.
- Apply wastewater from rinsing pesticide containers on targeted pests or use it to dilute the next batch.
- Maintain sprinkler systems at rates that do not exceed the infiltration rate of the soil. Moisture sensors are recommended to minimize irrigation.
- Do not empty or dump household paints, engine oil, mop water, gasoline or diesel or any other chemicals into storm drains.
- Our pets need exercise too, but please, SCOOP THAT POOP. As a courtesy to your neighbors and the environment, take a "pick up bag" with you when walking your dog. No one wants doggie droppings contaminating our public waterways or causing blockage in the storm drains.

Storm drains are created for rainwater and snowmelt drainage. When storm drains are clogged with other items, proper drainage is impaired. Additionally, pollutants discharged directly into storm drains end up in our rivers and streams through the storm drains located on streets and in parking lots. Any pollutants entering these drains flows untreated to the water bodies we use for drinking water, fish and wildlife and recreation.

Do your part; help protect our drinking water supply. **ONLY RAIN IN THE DRAIN!**



Pools and/or sprinkler systems are required to have a backflow device installed and the device must be inspected by a District operator to ensure the device meets state regulations and is properly installed.



What is a backflow prevention device and why do you need one?

Residents who install a swimming pool and/or an irrigation system for your yard, are required to have a backflow prevention device that must be inspected by licensed District operators. Most people probably have no idea what the pipes and valves are for, and unless they were told during the installation of the pool or sprinklers, they wouldn't know that this equipment plays a critical role in protecting your home's potable water system from contamination.

Backflow may occur in the event of either backsiphonage or backpressure. Backsiphonage can happen when the pressure in the distribution system drops, drawing water from the consumer's plumbing back into it. Pressure drops might occur in the event of a line break, or high water demand such as fighting a fire nearby. Backpressure can cause backflow when a potable water system is connected to another system that operates at a higher pressure such as an irrigation system.

Water distribution systems are designed to have the water flow from the water treatment plant to the consumer, but whenever a cross-connection in a plumbing system takes place (when the potable water supply is connected to a non-potable source) contamination can occur if not protected. If a plumbing system is modified, there is potential to create cross-connections.

So, what's the danger? First of all, your yard and landscaped areas are full of potentially nasty things that you don't want in your drinking water...like pesticides, fertilizers and animal waste. If your pool or irrigation systems are not properly installed and protected with these devices, your system is vulnerable to backflow. Most of the time, the pressure in the system will keep the water from flowing backwards, but as mentioned earlier, a sudden pressure drop caused by a firetruck, or if the lines are shut down to repair a broken pipe, can trigger a backflow situation in surrounding neighborhoods.

Still not convinced? Here's an experiment you can do yourself. Turn off the water valve leading to your house. Next, turn on a faucet in the kitchen or downstairs bathroom. Then go to a higher level in the house and turn on another faucet. You will hear air being sucked into the higher faucet. You just created backflow in your plumbing system. Not too difficult to do, right?

Backflow prevention devices protect all of us from the possibility of contaminants entering our drinking water system. If you have not had yours inspected for proper operation, call the District's Billing office and ask that a licensed operator inspect your backflow device. Safety in our drinking water system is an important responsibility that we all share.

Are you wasting water in the shower?

A leaky faucet can waste 100 gallons a day. An average bath requires 37 gallons of water. An average family of four uses 881 gallons of water per week just by flushing the toilet. **The average 5-minute shower takes 15-25 gallons of water** -- as much as 40 gallons can go down the drain in 10 minutes!

Install a low-flow showerhead and spend less time in the shower. Complete the order form (below) and mail it to the District office (10347 Clodine Road, Richmond, Texas 77407) or visit the District's website (www.waterdistrict25.com) and click on the *Low-Flow Showerhead Order Form* under the Water Conservation tab (allow 3-6 weeks for availability.)



Order your low-flow shower head today!

LOW-FLOW SHOWER HEADS — ORDER FORM

Please print clearly. We will notify you, by the method you indicate below, when your shower heads are ready to pick up at the District office. Thank you.

Name _____

Address _____

FBCMUD#25 Account Number _____

Contact Phone number(s) for notification when shower heads are available for pickup:

Home _____ **Mobile** _____

Email Address for notification _____

Alternate contact information for notification _____



Quality of Life Improvement Planning (QLIP) Update

The Quality of Life Improvement Planning (QLIP) Committee was established in May 2013 to develop short-and long-term plans to create a visually pleasant and pedestrian friendly community. The members of the Committee are volunteers from the community who were willing to invest their time and effort into making the District a more beautiful area.

The goal of the QLIP Committee is to promote and maintain a healthy and attractive community with focus on a high quality of life for the residents of the District. A high quality of life also is good business for the community because it sustains and improves residential and commercial property values.

The project is a great case study showing what individual residents can do for their community in partnership with local government. In 2011, in response to calls and requests from local residents, a comprehensive Parks and Recreation Master Plan for the District (the “Master Park Plan”) was created by a resident-driven committee of volunteers. The plan, created with input from the volunteer committee members, was designed to be a guide for the implementation of park and landscaping projects for the community.

The QLIP Committee knew that the only way to be successful was to get ideas and opinions from our diverse community and solicit input and

involvement from residents from each subdivision that would derive benefits from the Master Park Plan improvements. The Master Park Plan could not have been completed without community input, which the QLIP Committee obtained in many ways, and used to prioritize feedback based on resident desires as well as to delineate short and long-term goals.

The Master Plan was created, presented to the District’s Board of Directors for approval and submitted to the Texas Commission on Environmental Quality (TCEQ) for final approval.

The Committee is comprised of District residents, representing each subdivision:

- **Rubecca Dalton** (*Stratford Park*)
- **James Dalton** (*Stratford Park HOA President*)
- **Karen Farley** (*Stratford Park*)
- **Glen Farley** (*Stratford Park*)
- **William Lee** (*Chelsea Harbour*)
- **Larry LaCosta** (*Chelsea Harbour HOA President*)
- **Jackie Martinez** (*Pheasant Creek HOA President*)
- **Beth Murray** (*Pheasant Creek*)
- **Richard Darby** (*Summerfield HOA President*)
- **Mike Chitty** (*Park Point HOA President*)

Non-resident members are: **Eddie Streich**, Engineer for the District. **Steve Kim** and **Mary Hayes** represent the District.



Phase 1 of the Master Parks plan is complete and Phase II is underway (planning and development). The Master Parks Plan is a resident driven initiative known as the QLIP Committee. The overall Master Parks Plan includes the following projects:

PROJECT DESCRIPTION	TIME FRAME	STATUS
<p>Phase I - Corridor Enhancements: Landscaping improvements along FM 1464 and Old Richmond Road.</p>	1-2 Years	Complete
<p>Phase II - Pocket Parks, Crosswalk with Connecting Trails: Crosswalk on Old Richmond Road to Garcia Middle Schools with connecting trails along Red Gully, both sides, to Stephen F. Austin High School, and Oyster Creek Elementary School. Decomposed Granite trails with concrete curbs.</p>	2-3 Years Planning/development	
<p>Phase III - Schools: Tennis Courts (resurface, turnstiles, backboard), Track (resurface), Trails over to Red Gully</p>	2-3 Years	
<p>Phase IV - Land Acquisition: Acquire lands for park development</p>	2-3 Years	
<p>Phase V - Parks: Developing Parks on land we acquire; Tot Lots</p>	5-10 Years	



WATER IS A PRECIOUS NATURAL RESOURCE! ITS UP TO ALL OF US TO PRESERVE AND PROTECT IT!



EVERYONE CAN USE WATER WISELY

All living things need water to survive. Sadly, we have taken our water supplies for granted and have not always been careful about how we have used this valuable natural resource.

Here are some outdoor water-sparing tips:

- ◆ Adjust the lawn mower to a higher setting. Longer blades of grass will help shade the ground and this helps hold moisture longer.
- ◆ Water lawns only when necessary. Providing a deep soaking less frequently will help build good roots for better drought resistance.
- ◆ Water the yard, not the sidewalk or concrete. If there's a sprinkler system, tell your parents if any of the heads are not functioning properly.
- ◆ Find any leaking faucets around the house -- inside and out! Leaks can waste hundreds of gallons of water!
- ◆ In every case, only use the amount of water you actually need. Make a commitment to conserve — look for new ways to use water wisely in and around your home!
- ◆ Before you reach for the faucet, ask yourself, ***“Is it worth the water?”***

REDUCE! REUSE! RECYCLE!

- Every year we generate around 14 million tons of food waste, which translates to about 106 pounds of food waste per person. Only about 570,000 tons of this is composted -- a 4.1% recovery rate.
 - Every year, we throw away about 28 billion bottles.
 - Each of us throws out about 4.5 pounds of garbage a day -- that's a staggering 56 tons a year!
 - Disposable diapers last for centuries in landfills. An average baby will go through 8,000 of them!
 - Where does all of this trash end up? Fifty-five percent gets buried in landfills, 33% gets recycled, and 12.5% goes to incinerators. We could reuse or recycle more than 70% of the waste that goes to landfills, which includes valuable materials such as glass, metal, and paper. **YOU CAN HELP..**
1. Recycle or reuse everything that possibly has another use -- even motor oils!
 2. Purchase items with less packaging and buy recycled products whenever possible.
 3. Dispose of used electronics, paints, and hazardous household chemicals properly. There are specially designated disposal centers for these items.