

**PRESENT THE FOLLOWING INFORMATION ALONG WITH YOUR APPLICATION:**

Proof of Ownership: Closing Documents/Lease Agreement  
Driver's License: Copy of front and back  
Deposit of \$75.00  
Customer Service Inspection (except for new construction)

**TERMS OF SERVICE**

**The Terms of Service, in part, are listed below. For complete terms and conditions, please refer to the District's Rate Order, a copy of which can be downloaded from [www.waterdistrict25.com](http://www.waterdistrict25.com) or viewed in the District's office.**

1. Customers should receive their water bill no later than the third day of each month. If you do not receive your water bill, notify the Billing and Collections Department at (281) 277-0129, option 2.
2. A \$15.00 transfer fee is a one-time charge that will appear on your first bill.
3. If you have a sprinkler system, hot tub or pool, a backflow inspection for each device will be performed annually at a cost of \$35.00 each.
4. Minimum monthly bills are \$33.66, which includes: (1) \$18.36 **minimum** for water consumption up to 5,000 gallons; (2) \$15.30 sewer;
5. Bills are due on the 24<sup>th</sup> of each month with a three-day grace period extending the due date to the 27<sup>th</sup> day of each month. A late charge of \$10.00 will be charged to each account for payments received on or after the 28<sup>th</sup> day of the month. A delinquent letter will be mailed to the Customer requesting payment by the next scheduled Board meeting (usually the third Thursday of each month). If water is disconnected for non-payment, customers will be charged a \$50.00 reconnect fee. The reconnect fee, past due charges and current charges must be paid in full prior to reinstating water and sewer service.
6. A fee of \$25.00 will be assessed on ALL payments returned to the District. Payment items returned for any reason (NSF, closed account, etc.) MUST be paid for by money order or credit card. An additional deposit of \$75.00 will be required for customers who have had two or more returned check charges within a six month period.
7. Payments may be made by the following methods:
  - (1) Online payments via the District's website [www.waterdistrict25.com](http://www.waterdistrict25.com) is available for a \$3.05 convenience fee for e-checks and credit cards; Visa, MasterCard, or Discover.
  - (2) Interactive Voice Response (IVR) by dialing (281) 277-0129, by pressing #1. Have your current bill and a credit card ready when you make the call. A \$3.05 convenience fee applies.
  - (3) Regular mail should be sent to P.O. Box 2847, Sugar Land, TX 77487-2847;
  - (4) You can also drop off payments in the authorized drop box located at 17230 Old Richmond Road (Pheasant Creek Drive, inside the Food Mart/Shell Station).
  - (5) Lobby or walk-in is open from 8:00 a.m. to 5:00 p.m., Monday through Friday, except designated holidays;
  - (6) Automatic Bank Draft at no charge.
8. Customers are responsible for repairing any leaks on the customer's side of the meter and any water loss thereto.
9. A copy of the Districts rate order shall be provided on the first day of service.

\_\_\_\_\_  
Applicant's Signature

\_\_\_\_\_  
Co-Applicant's Signature

Service Address:\_\_\_\_\_

10347 Clodine Rd., Richmond, TX 77407  
281-277-0129 281-265-8664 Fax

