WATERWORKS

FORT BEND COUNTY
Municipal Utility District No. 25

PROVIDED AS A PUBLIC SERVICE FOR OUR CUSTOMERS AND NEIGHBORS 2022

Effluent Reuse Program Saves Us Money!

The District is a leader in the field of water reuse. "Recycling" water will save money because reusing effluent means less groundwater pumped for things like watering golf courses and esplanades. The District is under mandate by the Fort Bend Subsidence District to reduce our groundwater pumpage. Using "gray water" helps us comply so no extra fees will have to be paid for failure to meet the mandate. Other MUDs in our region, and their customers, through an additional charge on their water bills -- are now paying pumpage fees to the Fort Bend Water Authority. Our District "opted out" of the Fort Bend Water Authority because we did not convert to their surface water program.

The scarcity of conventional sources of water in arid semiarid regions of the world- as well as continue 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 the growing demand for an equate water supply.

Additionally, a mandate is now in place that requires groundwater use in Fort Bend County be reduced by 60% by 2025. Possible sources to reduce groundwater consumption include the conversion to surface water, the construction of desalination plants to convert salt water, and the use of effluent water for approved application. Desalinization is very expensive 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 Harbour HOA and the Black Hawk Gold Course (formerly known as 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 future partnerships 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.

Community Heartlines Updates

Neighbors helping neighbors is the cornerstone of the District's Community Heartline program.

- The 2021 Food Drive was a resounding success, thanks to the participation of our caring residents. The District extends a heartfelt thank you to everyone that participated!
- We collected 377 bags of food, which totaled 3,920 pounds of food!
- Donations benefit the East Fort Bend Human Needs Ministry, Inc. which is a coalition of 16 local churches and congregations serving those in need within our community.
- The 2022 Food Drive will be scheduled in November. Flyers will be delivered to each resident of the District with more information.

The Operator's Corner

The projects below are 20% for the upcoming 5 years.

Total Cost for the 2022, 2023, and 2024 Projects: $13,401,430

Estimated time for completion 2022

- Water Well #3 Control Room Upgrade
- Sewer Treatment Plant #1 Small Generator Replacement
- Lift Station #11 Control Panel Replacement
- Manhole Repairs/ Coatings

Estimated time for completion 2023

- Outfall Red Gully Rehab
- New Hydro Pneumatic Tank Water Well# 3
- Water Wells and Sewer Treatment Plant Chlorine Rooms Rehab
- Preliminary Water Well Check for Water Wells 1, 2, 3, 4 - mid to late 2023
- Use re-use water instead of groundwater for medians on FM1464
- Sewer Main Repairs

Estimated time for completion 2024

- Phase 2 Sewer Treatment Plant #1 and Sewer Treatment Plant #2 Rehab
- New force main (sewer main) from Chelsea Harbour, which will include Lift Station #6 Lift Station #11, Lift Station #12 and new development, to main sewer plant (Sewer Treatment Plant #1)
- Water Well 1, 2, 3, 4 pump motor valve piping rehab

TAXES: *A Taxing Situation!*

In every direction and from every corner, it seems that all we hear is, "Why are our taxes so high?" Many times, we hear residents compare our tax rates to other cities without thinking about the reason taxes are different between cities and municipalities, which may be lower or higher than ours.

Let's go back in time, to the 1970s when the District was comprised of only one subdivision with 800 connections (2,800 residents), one sewage treatment plant, one water well, one generator and three lift stations Did you know the MUD tax rate was $1.84 per $100 of assessed value in 1984? Additionally, in years when District construction first began, prior to 1984, the tax rate was $1.98 per $100.00 of assessed value.

Fast forward to today. The District has grown!! Now, the District has expanded to 4,135 connections (14,472.5 residents) which include 9 subdivisions, 2, soon to be 3, apartment complexes, multiple strip centers, two schools, several restaurants, and other new developments. The growth has enabled the District to reduce the tax rate to $0.87 per $100 of assessed value. You might still think, "The taxes from cities around me are still lower than ours!" Yes, that's true because other cities and MUDS have large commercial developments and more residential connections that bring in more tax revenue to offset costs.

The District continues to benefit from the recent growth within our area, and we take pride in offering our service area responsible fiscal management of District funds.

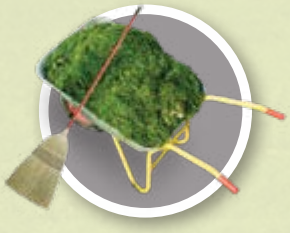
The District realizes the economic benefit of recent, substantial growth within our area. The tax reductions over the years provides one more example of how the financial strength of our District, combined with the commitment of the Board of Directors, enables our residents to reap the benefits of our growth.

Additionally, senior citizens are entitled to a discount on annual MUD taxes. For more complete information or to find out if you qualify, please contact Assessments of the Southwest at 281-482-0216.

Protecting THE WATER SUPPLY!

Pools and/or sprinkler systems are required, by District statutes, to have a backflow device installed and once installed, the device must be inspected annually by one of the District operators to ensure the device meets state regulations and is properly installed.

Speaking of Storm Water Drainage systems, residents play a large role in ensuring the storm drains remain clear. How? Simple ways you can help ensure drains remain clear and functional include:



Mulch-mow grass. Sweep up and dispose of any grass clippings on paved surfaces. Do Not Dispose of grass clippings in storm drains!

Avoid spraying pesticides or fertilizers within 50 feet of any storm drainage structure (unless stricter limits apply). Avoid broadcast spraying of pesticides that could enter storm water inlets.

Follow all manufacturers' recommendations for mixing, applying, cleaning-up, storage and handling of pesticides and fertilizers.

Apply residual left-over water for rinsing pesticide containers on targeted pests or use it to dilute the next batch.

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, swimming, and fishing, poisoning the supplies needed to sustain life. Do your part; protect the storm drains.

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. You do not want doggie droppings that will be contaminating your public waterways or causing blockage in the storm drains.

CALL TOLL FREE 1-866-414-9950 to Report Illegal Storm Water Sewer Dumping

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 Water conservation options to save you money and become major stakeholders in district water conservation initiatives! Water Conservation Begins Outside! Outside! Sewer Systems Need Fat-Free Diets Too! Join The District's Immediate Rebate Program! 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!

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 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.)

FORT BEND
COUNTY
Municipal Utility District No. 25
10347 Cloline Road
Richmond, TX 77407

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