

# Understanding your bill

## Chimney Hill Municipal Utility District

Additional information about your water district may be obtained at the Chimney Hill MUD web site.

### Mailing address

Each bill also comes with a self addressed envelope for easy return of your payment.

### Due date

Payments are due on the 15th of the month.

Any outstanding balance (past due) is due immediately.

### Water usage this month

### Usage history


Your 12 month water usage history is displayed here.

Obviously water usage goes up during the summer for outside watering.

Each house on average uses 5,000 gallons of water in the winter months and 9 to 10,000 gallons of water in the heat of summer.

### Contact Information

The 24/7 phone number is always on the bill for your convenience.

<b>CHIMNEY HILL MUD</b> P. O. BOX 2148 SPRING TX 77383-2148		AMOUNT PAID 	
ON OR BEFORE DUE DATE	<b>DUE DATE</b>	AFTER DUE DATE	1-01-XXXXX-03 (7) 7
84.97	09/15/05	88.82	<b>Customer's account number</b>
PRE SORT-AUTO <b>Customer's name</b> <b>Customer's mailing address</b> HOUSTON TX 77037-1121		CHIMNEY HILL MUD P. O. BOX 2148 SPRING TX 77383-2148	
IF YOUR MAILING ADDRESS HAS CHANGED PLEASE CORRECT <b>PLEASE RETURN TOP PORTION WITH PAYMENT</b>			
MAKE CHECK PAYABLE TO: CHIMNEY HILL MUD P. O. BOX 2148 SPRING TX 77383	<b>Service address</b> FROM TO 07/15/05 08/15/05		ACCOUNT NUMBER 1-01-XXXXX-03
READ DATE (W) PRES. READ PREV. READ TOTAL GLS.	08/13/05 328.0 324.0 4.0	*** USAGE HISTORY *** WATER GLS 07/13/05 1.0 06/13/05 1.0 05/14/05 .0 04/13/05 .0 03/14/05 .0 02/14/05 .0 01/13/05 4.0 12/15/04 15.0 11/13/04 7.0 10/14/04 4.0 09/13/04 7.0 08/15/04 6.0	BILLING DATE 08/19/05
		DESCRIPTION PAST DUE WATER SEWER DLQ. LTR THIS MONTH	AMOUNT 46.67 14.00 14.50 10.00 38.50
		TOTAL NOW DUE PENALTY AMOUNT	84.97 3.85
		PAY THIS AMOUNT AFTER 09/15/2005	88.82
1 MESSAGES			
BILLING INQUIRIES: MONDAY THRU FRIDAY 8:00 AM TO 5:00 PM 17707 OLD LOUETTA RD 24 HOUR NO. 281-376-8802		HARRIS CO. HOUSEHOLD HAZARDOUS WASTE COLLECTION EVENT SATURDAY, NOVEMBER 5, 2005 8:00 AM TO 2:00 PM SAM HOUSTON RACE PARK 7575 N SAM HOUSTON PARKWAY W (ENTER VIA FALLBROOK) IF WRITTEN NOTICE IS SENT FOR DELINQUENT ACCOUNT, A FEE OF \$ 10.00 WILL BE ADDED TO YOUR ACCOUNT TO COVER DISTRICT'S COST.	

### Bar Code

Bar codes are used to ensure payments are credited to the right account.

### Return top portion of bill with payment

Please detach the top portion of your bill and include it with your payment to ensure your payment is credited to your account.

### Past due

This amount is due immediately. If you believe the amount has been paid please call WDM immediately.

### Water charge

The base charge of \$14 pays for reading meters, services, and billing accounts plus up to 6,000 gallons of water. Customers pay for each additional 1,000 gallons of water. See Water Rates for price per each 1,000 gallons.

### Sewer charge

Residential customers are charged a sewer fee \$14.50. Customers using over 10,000 gallons of water are charged an additional sewer fee for each additional 1,000 gallons of water used. See Sewer Rates for price per each 1,000 gallons. The sewer fee is for the cost of sewer treatment, maintenance and repair of sewer lines.

### TOTAL DUE by the 15th

This is the total due for the current month.

### PAST DUE? ANY AMOUNT OVER "THIS MONTH'S" TOTAL IS

PAST DUE AND NEEDS TO BE PAID IMMEDIATELY - SEE PAGE 2.

### Messages & Conservation tips

Messages are placed each month. They may be water conservation tips or an important communication from the District.

Please take the time to read the information in this pink box each month. Thank you

[www.ChimneyHillMUD.com](http://www.ChimneyHillMUD.com)

## Account past due?

### REMINDER NOTICE FOR PAYMENTS THAT ARE LATE.

A letter will be sent to all customers who have not paid their bill by 10 days after the due date. That letter will outline penalties and the additional deposit that will be assessed if payment is not received immediately. Customers receiving this notice will be assessed \$10 on their next statement from the District.

DESCRIPTION	AMOUNT
PAST DUE	46.67
WATER	14.00
SEWER	14.50
DLQ. LTR	10.00
THIS MONTH	38.50
<b>TOTAL NOW DUE</b>	<b>84.97</b>
<b>PENALTY AMOUNT</b>	<b>PAY THIS AMOUNT AFTER</b>
3.85	09/15/2005 88.82

#### PAST DUE

This amount was due on the 15th of the previous month.

This amount needs to be paid immediately to avoid possible termination of services.

#### Paying after the 15th

An account paid after the 15th will be assessed 10% penalty on the unpaid balance of the bill.

#### MESSAGES

PAST DUE AMOUNT IS DUE MARCH 15TH, 2004  
IN ORDER TO AVOID SERVICE TERMINATION, IF  
SERVICE IS TERMINATED, IT SHALL BE REINSTATED  
UPON PAYMENT IN FULL OF ALL AMOUNTS OWED  
INCLUDING A \$60.00 DISCONNECT FEE AND A  
\$50.00 ADDITIONAL DEPOSIT.  
  
MID TAXES ARE DUE. ANY QUESTIONS PLEASE CALL  
THE POST WOOD MUD TAX COLLECTOR AT 281-499-1223.

#### PAST DUE MESSAGE

When an account has a past due amount the message box will explain additional penalties that will be assessed if the past due amount is not paid immediately.

Service to the account may also be terminated if payments are not received in the appropriate time frame.

#### Payment due dates mean when the payment is due in the office at 17707 Old Louetta Rd.

Like all other bills, a due date of the 15th means the payment must be in the office on the 15th. The District has no control or responsibility over the mail service.

**Failure to receive the bill or any late notice does not avoid or waive penalty charges**

[www.ChimneyHillMUD.com](http://www.ChimneyHillMUD.com)

## Water and Sewer Customer Service

281.376.8802, Monday - Friday, 8:30-4:30

COUNTER SERVICE is available the same hours at 17707 Old Louetta Rd., Houston. (see map on web site)

AFTER HOURS DEPOSITORY is located at the same address, 17707 Old Louetta Rd., Houston. Payments may be dropped off 24/7. If the services have been terminated for non-payment then payment must include all penalties. Call the above phone number for account information.

### CHIMNEY HILL M.U.D. Your water service will be *disconnected* on:

For:

- Nonpayment of bill
- Returned check — \$25 NSF fee now due  
(If you have 2 NSF checks in any 12-month period —payment by personal check will not be allowed for the next 12 months.)
- Other \_\_\_\_\_

AMOUNT DUE TODAY \$ \_\_\_\_\_

If service is terminated, these additional fees will be assessed *and must be paid* before your water will be turned back on.

Past Due Amount	\$ _____
Current Due Amount	\$ _____
Disconnect Fee	\$ <b>55.00</b>
Additional Deposit	\$ <b>25.00</b>
<b>Total due after disconnection</b>	<b>\$ _____</b>

(Cashier's check or money order only.  
A personal check will not be accepted.)

Full payment must be received at office prior to 2:00 p.m. Monday through Friday for same day reconnection. Additional penalties will be assessed if meter is tampered with. (Theft of water is a criminal offense and violators will be prosecuted.)

Billing office: 281.376.8802  
17707 Old Louetta Road  
(night drop-off box located here)

# Chimney Hill Municipal Utility District

## Delinquent charges

The following is a brief explanation of some of the District's rules and regulations covered in the Chimney Hill MUD's Rate Order as of April 13, 2005. This Order is updated periodically by the Board of Directors. A complete copy of the Rate Order may be reviewed at the operator's office during normal business hours or during monthly Board meetings in the District.

**Disconnecting services is time consuming and expensive. The penalties set forth are designed to discourage customers from intentionally or accidentally allowing their bills to become delinquent. These rates also keep the burden of paying for disconnection services on the customers who use them.**

## Delinquent Payments

All accounts not paid by the due date are considered delinquent and will be assessed 10% interest.

## Delinquent/Disconnect Letters

\$10.00 will be assessed to all customers if payment is still not received and a delinquent/disconnection letter is mailed to the customer.

## Disconnection Penalties

**If service to a customer is disconnected for any cause, a termination fee of \$55 will be assessed.** If the resident damages the water meter or tries to reconnect service himself, a \$55 fee will be assessed. If it becomes necessary for the operator to monitor the meter due to tampering, the customer will be charged \$15 per day inspection fees. All penalties plus current and past due amounts must be paid in full prior to services being reconnected. At this point only cash or money orders will be accepted.

## Additional Deposits

Each and every time service to a customer is disconnected for any cause, an additional \$25 deposit will be charged. To avoid paying additional deposits a customer needs to pay prior to being disconnected.

## Return Check Charge

There will be a charge of \$25 for bookkeeping if payment is made by a check subsequently returned to the District due to insufficient funds. If a customer has two non-sufficient fund (NSF) checks in any 12-month period then payment by personal check will not be allowed for the next 12 months.

## Failure to receive a bill or any late notice does not avoid or waive penalty charges

Bills are mailed to all customers monthly. The District is not responsible for a problem with the delivery of mail.

- Payment for current bill is always due on the 15th of the month.
- Payment must be in the office on the due date to be on time — not in the mail. If you mail your payment late, give the office a call to ensure that it has arrived on time.
- If your bill shows a past due amount (arrears) — that amount is due immediately. If you believe you have paid that amount, please call the office immediately.
- Your monthly water/sewer bill that shows a "past due" amount is your first late payment notice and indicates the 10% interest penalty on that overdue amount.
- A reminder notice will be mailed to any account that outlines additional penalties and the possibility of losing service. The \$10 fee for this letter can be avoided by paying the bill on time.
- No other notice is required but the District tries to hang a tag at the door of any account about to have their service disconnected.
- If you feel there is an error that can not be cleared up by the operator or you feel you have a special extenuating circumstance you may always attend a Board of Directors' meeting. The operator can give you the time and date of the next meeting.

**All payments must be made by mail or by person at the Operator's office: 17707 Old Louetta Road  
281.376.8802**

**Additional information about your water district may be obtained at the Chimney Hill MUD web site, [www.ChimneyHillMUD.com](http://www.ChimneyHillMUD.com)**