

COMMERCIAL WATER AND SEWER SERVICE APPLICATION



2455 Lake Robbins Dr
The Woodlands, TX 77380
Phone: (855) h2o- save
Website address: www.woodlandswater.org
Email: billingdepartment@woodlandswater.org

PLEASE FILL OUT ALL HIGHLIGHTED AREAS

Name of Applicant(s) (please print) _____ Contact : _____

Service Address _____ ZIP _____

Office phone # _____ Contact Cell # _____ Bill to be sent to: Service Address

Email Address

E-Mail _____ Other Address

Other Address:

Please mark all that apply and provide required copies of documentation.

- Property Owner - Proof of ownership required. Closing Disclosure w/ dates, or Tax Bill - All person(s) listed on Proof of Ownership should be listed as applicants and sign the application.
Realtor/Management Company - Copy of Agreement with Owner required
Tenant - Copy of Lease Required - All Tenants on lease are required to be listed as applicants and sign the application

COMMERCIAL DEPOSITS ARE BASED ON METER SIZE:

Application Fee: \$35.00 (Non-Refundable)

- 1" - 2" DEPOSIT \$125.00
3" - 4" DEPOSIT \$500.00
6" - 8" DEPOSIT \$750.00
10" + DEPOSIT \$1000.00

*All deposits are applied to final bills when applicant disconnects service.

Payment for Application Fee and Deposit will be made by: (Please mark one)

- Cash
Master Card /Visa/Am Ex/Discover.

Please submit your application with required paperwork by email:

billingdepartment@woodlandswater.org

Call the Woodlands Water Agency within (1) business day to pay your application fee and deposit by debit/credit card: 855-h2o-save ext. 3. (855-426-7283)

Applicant(s) requests water and sewer services at the above service address and assumes full responsibility for payment of all charges based on the District's established rates and for continuing compliance with the District's rules, regulations and policies until discontinuance of such services and payment in full of the final bill.

Applicant understands and acknowledges that the District is a governmental agency and public utility engaged in the governmental function of providing public water, sewer and drainage services, and that, by receiving and acting upon this application and by providing or undertaking to provide such services, the District is not undertaking to conclude or enter into a contractual arrangement with Applicant, to establish an open account with Applicant, or to undertake any continuing obligation to Applicant, other than to provide or undertake to provide such governmental services to the premises in accordance with and subject to Applicant's continuing compliance with the District's rules, regulations and policies.

Finally, Applicant understands and acknowledges that: (1) water and sewer service bills will be calculated in accordance with the District's established rate schedules, with water service based on the meter reading of the amount consumed for the period and sewer service based on a calculated return flow of metered water consumption; (2) bills are due and payable upon presentation and payment may be made at the office of the District; (3) a fee will be assessed to your account for all late notices; (4) any reconnect fees, additional deposits, and all past due charges must be paid before any reconnection can be made on accounts disconnected for non-payment; (5) an additional deposit may be required if applicant is late twice in a row or service is disconnected for non-payment; (6) separate water meters and billings, without accompanying sewer charges, are available from the District for irrigation purposes upon Applicant's request, payment of applicable tap fees and water use charges, compliance with the District's rules, regulations and policies, and assumption of responsibility for properly connecting Applicant's irrigation system to such irrigation water meter.

Date Service is to Begin _____ Applicant(s) Signature(s) _____

(All Applicants must sign) Primary Applicant

A Drop Box is available in the parking lot at 2455 Lake Robbins Drive, The Woodlands, TX

Secondary Applicant(s) _____

THE WOODLANDS WATER AGENCY

CUSTOMER INFORMATION CONFIDENTIALITY NOTICE

Under the provision of the Open Records Act, any person may request and is entitled to receive, almost any information retained by a governmental entity. Inasmuch as your municipal utility district is a political subdivision of the State and therefore, a governmental entity, the District is obliged to comply with the provisions of the Open Records Act. However, the Texas legislature passed H.B. 859 in 1993 providing customers of a Municipal Utility District the right to request that their address and/or telephone number remain confidential from all requesting parties with certain exceptions. The District must still provide this information to the following parties which are exempt from the confidentiality request provisions of the Open Records Act:

- An official or employee of the State or a political subdivision of the State, or the federal government acting in an official capacity;
- An employee of a utility acting in connection with the employee's duties;
- A consumer reporting agency;
- A contractor or subcontractor approved by and providing services to the utility or the State, a political subdivision of the State, the federal government, or an agency of the State or federal government;
- A person for whom the customer has contractually waived confidentiality for personal information; or,
- Another entity that provides water, wastewater, sewer, gas, garbage, electricity, or drainage services for compensation.

If you wish to elect the confidentiality provision and ask us to exclude this information from usual requests (exceptions noted above), please check "YES" below, complete the requested information and return this form to us, either with your bimonthly bill or separately.

You have no obligation to request this action, only the right. If you do not want this option, do nothing.

_____ YES, I want to make my address and/or telephone number confidential from requests by entities or persons not specifically exempted by House Bill No. 859.

Signature

Printed Name of Account Holder

_____, The Woodlands, Texas _____
Service Address Zip Code

Please return this completed form to: **Woodlands Water Agency
2455 Lake Robbins Dr
The Woodlands, Texas 77380**

Email to
billingdepartment@woodlandswater.org

IMPORTANT NEW ACCOUNT INFORMATION

*****DEFINED IRRIGATION WATER RESTRICTIONS ARE ALWAYS IN EFFECT IN THE WOODLANDS*****

Odd Addresses (those ending in 1,3,5,7,9) are to water from 8 p.m. Tues. to 6 a.m. Wed. & from 8 p.m. Fri. to 6 a.m. Sat.
Even Addresses (those ending in 0,2,4,6,8) are to water from 8 p.m. Wed. to 6 a.m. Thurs. & from 8 p.m. Sat. to 6 a.m. Sun.

The Odd/Even Defined Irrigation Program, which began in January 2013, requires that all addresses with in-ground irrigation systems in The Woodlands adhere to the program which allows for two-nights-a-week watering. Fines are assessed after an initial warning is posted.

For further information on the Defined Irrigation Plan or fines please follow this link:

<http://www.woodlandswater.org/information/defined-irrigation-schedule>

Sewer Averaging - The sewer portion of your monthly water bill is computed by taking your average water use during the billing periods for your December, January and February bills every year (the meter read in November through the meter read in February). Using less water during those times can lower bills significantly for

the next year. **Shut off your irrigation system in the winter** and begin watering again in April or May.

*When you move in, you will receive the district's winter average until the next averaging period.

IMPORTANT BILLING FAQs:

- Bills are mailed by the 30th of every month
- All bills are due 30 days after the original mailing date.
- If you receive a late notice, a \$15 fee is applied to your account.
- Accounts that are disconnected for non-payment will have an additional \$75.00 fee applied to the past due balance that must be paid before the water will be reconnected.
- Also, an additional deposit may be required if you are late two months in a row or more than one disconnect for non-payment occurs on your account.
- Our sewer averaging period is from the meter read in November through the meter read in February.

WATER AND SEWER RATES can be found at the following link: <http://www.woodlandswater.org/information/rates>

TCEQ FEE – is 0.5% of the water and sewer portion of your bill. This fee is assessed by the Texas Commission for Environmental Quality. Their website is <https://www.tceq.texas.gov/agency/fees>

SURFACE WATER CONVERSION FEE (SWC FEE/GRP FEE) - \$2.88 per 1,000 gallons. This fee is assessed by the San Jacinto River Authority, a government agency in the State of Texas. The agency's jurisdiction includes the entire San Jacinto River watershed, excluding Harris County. Their website is: www.sjra.net/grp

PAYMENT OPTIONS

- 1. For Automatic Payment** – please ask a Customer Service Representative for an Automatic Payment Form
- 2.** Automated Phone System 24 hrs. a day @ 855-426-7283 Ext. 1 or 1-877-281-6436
- 3.** Register your account to pay on our website:
<https://www.municipalonlinepayments.com/wjpatx/utilities>
 - Step 1: Fill out the Member Registration and click Create Member. You will then be sent a confirmation email you must open.
 - Step 2: Click on the link in the email to confirm Registration.
 - Step 3: Login and then click the add an account button.
 - Step 4: Enter Your Account number with the dashes and then the last amount paid when prompted. (If this is your first bill the last amount paid will be \$35.00, the amount of your application fee).
- 4.** Electronically from your banks bill pay service.
*When doing so please include the dashes in your account number and use the following address for electronic payments:
The Woodlands Water Agency
PO Box 7580
The Woodlands, TX 77387
- 5.** Mail your check in the return envelope provided with your payment stub, or come into the office and pay by cash, check, or credit/debit card

*****It is your responsibility to contact this office two business days prior to your service end/move out date.*****