

Northwest Freeway MUD

When applying for water service in Northwest Freeway MUD you will need to fill out the attached Application for Service and Service Agreement. For the initial account activation, you will need to bring the required paperwork into the office or if out of town, overnight it to our office located at 12841 Jones Rd, Suite 120, Houston, Texas 77070 along with the following:

***If documents are not presented in person, they must be notarized.**

If you purchased the residential property:

- Proof of purchase i.e.: Closing Disclosure or Settlement Statement
- Picture ID
- Check or money order in the amount of \$115.00 (\$100.00 Deposit + \$15.00 Connect Fee) payable to Northwest Freeway MUD

If you are leasing or managing the residential property:

- A copy of your signed Lease agreement or Management agreement
- Picture ID
- Check or money order in the amount of \$165.00 (\$150.00 Deposit + \$15.00 Connect Fee) payable to Northwest Freeway MUD

-All the aforementioned documentation must be received in order for service connections to take place.

-Service connection is a next business day service. Connection takes place Monday – Friday between the hours of 8:00 am – 5:00 pm.

Should you have any questions or concerns please contact our office at 281-897-9100.

**Business Hours:
Monday- Friday 8:00 am - 5:00 pm
Lobby Closes at 4:00 pm**

We look forward to serving you.
Have a great day!

**NORTHWEST FREEWAY
MUNICIPAL UTILITY DISTRICT**

WATER AND SEWER SERVICE APPLICATION

Address for Water and Sewer Service _____

Address to Send Bill (If different from above) _____

Check one box for Security Deposit category.

- I Own/Am buying Residence I Lease/Rent Residence
- Commercial or Business Establishment

Names of those responsible for payment of water and sewer bills:

1. Name _____ Address (If different from above) _____
- _____
Driver's License No/State _____
Home Phone Number _____ Work Ph No. _____

2. Name _____ Address (If different from above) _____
- _____
Driver's License No/State _____
Home Phone Number _____ Work Ph No. _____

The undersigned acknowledge that we are requesting water and sewer to be supplied by NORTHWEST FREEWAY MUNICIPAL UTILITY DISTRICT, "THE DISTRICT". The above listed persons have requested water and sewer service and are responsible for payment for services provided and related charges.

In consideration of the payment of the Application Fee of \$15.00 (fifteen dollars & 00 cents), and the Security Deposit of \$100.00 and in consideration of the mutual promises and covenants of the parties, we agree, acknowledge and understand the following:

1. That the DISTRICT itself or by and through its authorized agents have the power to terminate water and sewer services if any of the following events occur:
 - a. The water bill is not paid in full within ten (10) days after the billing date.

- b. There exists an obstruction that interferes with the proper reading of the meter and said obstruction is not removed within three (3) days after notice.
 - c. Any other violation of the DISTRICT'S rate order and rules and regulations is reported and not corrected within five (5) days of notice from the DISTRICT or its agents.
2. We understand that the DISTRICT will forward notice to us before termination. The notice; however, we agree and acknowledge, will be sufficient if mailed by regular mail sent to the billing address above. If payment of the bill for water and sewer services is not made within ten (10) days after the notice is mailed, you have the right to terminate our water and sewer services without further notice. We also understand that if water and sewer services are terminated, a reconnection fee will be charged. We release the DISTRICT and its authorized agents from any and all liability for terminating services if any of the grounds for termination referenced in item 1 exist.
 3. We further agree that if we move without paying the last bill or any previous bill for water and sewer services, then the DISTRICT will file an adverse credit report with a credit bureau agency.
 4. We agree to advise the DISTRICT of any change in our phone number or billing address.
 5. We understand that we can appeal any notice of termination of services or any billing charges by contacting the District's Operator, Regional Water Corporation, or any successor by phone, facsimile or mail.

State of Texas law provides our Customers the right to request that the DISTRICT or its agents do not disclose certain confidential information in accordance with Vernon's Annotated Civil Statutes, Article 1446H, Sections 1 - 6. Confidential information includes your address and telephone number. If you wish to request this confidentiality, you must check the box below

I request that the DISTRICT or its agents do not disclose confidential information.

Please complete, sign and return this Application along with your payment to the address below. Please make check payable to NORTHWEST FREEWAY MUD.

Northwest Freeway MUD
P.O. Box 690406
Houston, Texas 77269-0406

PREMISES READY FOR SERVICE. I hereby certify that, my home, or the home under my care, will be prepared to have the water turned on, as requested, on the date of service. All faucets, washer connections and outside hydrants will be off. I understand that neither the District, nor its management personnel, is responsible for any damage(s) resulting from the fulfillment of my request

Service Address	Date of Service
Signature	Printed

CERTIFICATE OF ACKNOWLEDGMENT OF NOTARY PUBLIC

STATE OF TEXAS

COUNTY OF _____

This document was acknowledged before me on this _____ [DATE] by

_____ [NAME OF PRINCIPAL]

[NOTARY SEAL]

SIGNATURE OF NOTARIAL OFFICER

My Commission Expires _____

District: _____

Water Service Application

TODAYS DATE: _____ REQUESTED SERVICE DATE: _____

OWNER [] LEASING [] REALTOR []

Does the home have a pool? Yes or No Sprinkler System? Yes or No

SERVICE ADDRESS: _____

City: _____ State: Texas Zip: _____

Mailing Address (if different from above): _____

City: _____ State: Texas Zip: _____

Name on Account (**Primary**): _____

Social Security No. _____ Driver's License No. _____ Date of Birth _____

Name on Account (**Secondary**): _____

Social Security No. _____ Driver's License No. _____ Date of Birth _____

Cell Phone # (____) _____ - _____ Work Phone # (____) _____ - _____

PURCHASE PROPERTY / LEASE PROPERTY

Mortgage/Landlord Name: _____

Phone No.: _____

I hereby certify that, my home, or the home under my care, will be prepared to have the water turned on, as requested, on the date of service noted above. All faucets, washer connections and outside hydrants will be off. I understand that neither my MUD, nor its management personnel, is responsible for any damage(s) resulting from the fulfillment of my request.

Signature: _____ Printed: _____

OFFICE USE ONLY:

DEPOSIT AMOUNT: \$ _____	DATE COLLECTED: _____	CHECK NUMBER: _____
ACCOUNT No. _____		
SERVICE ORDER CREATED: _____	READING: _____	
ENTERED IN COMPUTER: _____		

Northwest Freeway MUD

You can pay by credit card, debit card or eCheck.
Visa, MasterCard, Discover, and Amex are all accepted.

Northwest Freeway MUD has teamed up with **First Billing Services** to provide more choices to our customers. Please review the information below for options available through First Billing Services:

- Web payments: Log onto <https://www.regionalwater.net/> to access the online portal. You can register your account, OR pay as a guest!
- Live agent assisted payments: call 1-855-270-3592.
- Automated phone payments: Call **Northwest Freeway MUD** (Integrated Voice Recognition System) and follow the prompts. This service is available 24/7. **877-443-9567**
- Text & Pay: **A new and exciting feature available to you!** Register your account via the online portal to sign up for Text & Pay.
- Automatic Monthly Payments: Log in online OR contact First Billing at 1-855-270-3592 to sign up for auto payments. You can select your payment method, pick your date, and the payment amount. Each month, you will receive emails confirming the payment was successful.

While you will be paying your bill to your water district; First Billing Services assesses a fee for each **credit/debit card (3.99%) and eCheck (\$0.99) transaction**, while using these convenient services.

**For more information or assistance with registration;
Call First Billing at 1-855-270-3592
or visit the website at <https://www.regionalwater.net/>**