

HMW SPECIAL UTILITY DISTRICT
PO BOX 837
PINEHURST TX 77362
Phone: 281-356-5060

INSTRUCTIONS FOR COMPLETING FORMS FOR WATER SERVICE

REQUIRED DOCUMENTS

1. Valid I.D. Proof of identification with full name, photograph, and date of birth, by current Texas's driver's license or identification certificate, current United States passport, foreign passport with current entry visa, current United States military identification, or United States Citizenship Certificate or Certificate of Nationalization.
2. **LEASING OR RENTING PROPERTY:**
Copy of Lease or Rental agreement. Lease or Rental agreement must show name of lessee, service address, and date property can be occupied by lessee. Lease must be signed by both lessor and lessee.
 - a. Please review Landowners's Obligations with HMW – SIGN and RETURN
 - b. (Optional) Rental Property Utility Permission Form
3. **PURCHASING OR OWNER OF PROPERTY:**
Copy of Settlement Agreement showing owner's name, service address, and closing date; or copy of current tax receipt showing property owner's name and service address.
4. Complete and sign Service Agreement Forms -Page 1 and 2
Complete and sign Backflow Prevention Device Form -Page 3
5. Deposit and processing fee. Cash, check and Visa/MC are accepted payments. Using the Single Payment form (New service applicants only.)
6. Residential \$100.00 deposit/ \$25.00 transfer fee (\$125.00 total)
Commercial \$200.00 deposit / \$50.00 transfer fee (\$250.00 total)
7. Next Day Service Monday thru Thursday, Friday service will be the following Monday. If holiday, next business day.
8. Call HMW office if you have questions concerning this information 281-356-5060.
Office hours Monday-Friday 7:30 am. -3:30 pm.
9. Physical Address: 26726 Decker Prairie Rosehill Road Magnolia, TX 77355
10. Mailing Address: P.O. Box 837 Pinehurst, TX 77362
11. Email Address: customerservice@hmw-sud.com

HMW SPECIAL UTILITY DISTRICT

PO BOX 837
PINEHURST, TX 77362
281-356-5060

Account No:		Date:	
Customer Name			
Mailing Address City, State, Zip			
E-Mail Address			
Service Address			
Subdivision			
County		☐ Commercial	☐ Residential
Previous Residence			

SERVICE AGREEMENT:

HMW Special Utility District (the "Utility") agrees to sell and deliver water to the Customer and the Customer agrees to purchase and receive water from the Utility in accordance with and subject to all provisions of its current Rate Tariff and Order ("Tariff") and the applicable regulations of the Texas Commission on Environmental Quality and its successor agencies. **The Tariff is available for the Customer's review at the Utility's offices during normal business hours.**

Customer agrees to have no cross connections between his potable (safe) water supply and any non-potable (un-safe) water supply, to comply with all applicable regulations of the Texas Commission on Environmental Quality (TCEQ) and the provisions of the Utility's Tariff, including but not limited to the prohibitions that no pipe or pipe fitting shall contain more than 0.25% lead and no solder or flux used in the installation or repair of the drinking water plumbing shall contain 0.2% lead. The Customer agrees to allow the Utility's employees access to the Customer's property and premises at all reasonable times for the purpose of inspecting for and correcting such cross connections or other unsafe plumbing practices, as further set forth in the Tariff.

The Customer hereby agrees to cooperate with the Utility employees in the discharge of their duties, and will not tamper or allow other persons to tamper with the property of the Utility, which includes the water meter. In the event of such tampering, the Customer shall be responsible to the Utility for damages to the Utility's property and the Utility may terminate service to the Customer, either with or without notice as provided in the Tariff.

The Customer may install, on his side of the meter, devices for freeze protection, cut-off valves, pressure relief valves and check valves, to protect the Customer's real or personal property from damage that could be sustained from water, lack of water, freezing temperatures, low or high pressure or water service interruptions. The Customer is hereby notified that if the water meter turns after it is installed by the Utility, the meter will be pulled and no water will be available until the Customer contacts the office of the Utility to re-schedule installation. A re-scheduled installation will result in a service charge as provided in the Tariff. The Customer agrees that the Utility shall not be responsible, and the Customer shall hold harmless the Utility, for any claims, costs or damages that the Customer might assert based on the Utility's exercise of this policy.

Policy for Deposits

If service is not connected, or after disconnection of service, the Utility shall refund the Customer's deposit or the balance thereof, if any, as provided in the Utility's Tariff.

Customer Signature _____

Authorized HMW Signature _____

Office Use Only:

Install Date	CSI Fee	Sewer Tap Fee
Water Tap Fee	Transfer/Connect Fee	Deposit
Total Charges	Amount Paid	Payment Method

HMW SPECIAL UTILITY DISTRICT

PO BOX 837
PINEHURST, TX 77362
281-356-5060

Customer Name			
Mailing Address City, State, Zip			
E-Mail Address			
Service Address		☐ Rent	☐ Own
Home Phone Numbers			
Alternate Phone Number			
County		☐ Commercial	☐ Residential
Obstacles (i.e., dogs, fences)			
Drivers License Number			
Social Security Number			
Does the residence have:	☐ Sprinkler System	☐ Private Well	☐ Swimming Pool
Have you previously had service with HMW?	☐ Yes	☐ No	

ADDENDUM TO SERVICE AGREEMENT

***EXCEPT AS SPECIFIED IN THE SERVICE AGREEMENT, THE METER WILL
BE TURNED ON AT TIME OF INSTALLATION***

Customer is responsible for ensuring that no leaks are present and faucets are turned off, etc. when service is activated. HMW will not be responsible for any damages caused by leaks or overflows. If desired by the Customer, a shut-off valve should be installed 3' to 6' from the meter on the customer side of the meter. If no shut-off valve is installed and the Customer requests that service be shut off at the meter because of leaks or for any other reason, a service charge will be incurred as set forth in the Tariff.

Customer Signature

ENFORCEMENT. If the Customer fails to comply with the terms of the Service Agreement, the Water System shall, at its option, either terminate service or properly install, test, and maintain an appropriate backflow prevention device at the service connection. Any expenses associated with the enforcement of this agreement shall be billed to the Customer.

HMW SPECIAL UTILITY DISTRICT BACKFLOW PREVENTION DEVICE FORM

CUSTOMER NAME	
HMW ACCOUNT #	
ADDRESS	
CITY, STATE, ZIP	
PHONE NUMBER	
EMAIL	
NEIGHBORHOOD	
MY PROPERTY IS :	☐ RESIDENTIAL ☐ COMMERCIAL
MY PROPERTY CONTAINS :	☐ Irrigation System ☐ Pool ☐ Private Well ☐ None of the above - no inspection required
Inspection Report provided by Certified Backflow Inspector	☐ Will be proved by ☐ Attached

Customer Signature

Date:

ENFORCEMENT: If the Customer fails to comply with the terms of the Service Agreement, the Water System shall, at its option, either terminate service or properly install, test, and maintain an appropriate backflow prevention device at the Service connection. Any expenses associated with the enforcement of this agreement shall be billed to the Customer.

HMW SPECIAL UTILITY DISTRICT

Rate Sheet Effective

May 2026

FIXED BASE RATES

Meter Size and Rate

Standard 5/8"	\$49.57
Commercial 1"	\$123.92
1-1/2"	\$247.84
2"	\$396.55
3"	\$743.53
4"	\$1092.50

VARIABLE RATES BASED ON CONSUMPTION

Zero - 10,000	\$	4.03 per 1,000 gallons
10,001- 30,000	\$	5.37 per 1,000 gallons
> 30,000	\$	6.04 per 1,000 gallons

PASS-THROUGH FEES FROM REGULATING ENTITIES

Harris County

North Harris County Regional Water Authority (NHCRWA FEE)	\$	2.60 /1,000 gallons
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Montgomery County

Lone Star Groundwater Conservation District (LSGCD FEE)	\$	0.140/1,000 gallons
San Jacinto River Authority GRP (GRP FEE)	\$	2.65 /1,000 gallons

OTHER FEES

Texas Commission of Environmental Quality (TCEQ FEE)	0.005% of base rate plus consumption rate
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DEPOSITS for existing Water taps (remains on the account until it is closed)

Residential	\$	100.00
Commercial	\$	200.00

CONNECTION FEES for existing Water taps

Residential	\$	25.00
Commercial	\$	50.00

* Bills are mailed to all customers the last working day of the month.

* Payments are due on or before midnight on the 16th of each month. A \$5.00 or 5% late fee is assessed after the due date.

* Customers that are 30 days past due will be disconnected. Applicable re-connect fees apply. DO NOT pay your bill online if you have been disconnected. Call the office as soon as possible to ensure compliance with the re-connection process.

* The District offers multiple ways to pay your bill including mailing via USPS to the address on the bill, pay online at www.hmw-sud.com, at participating HEB, Kroger, or Walmart stores, ACH Direct Debit from your checking account, Credit Card draft or at the office during working hours. Two 24-hour drop boxes are located in the circle drive at the District offices located at 26726 Decker Prairie Rosehill Rd, Magnolia TX 77355. **Telephone Payments are not accepted.**



PAYMENT OPTIONS

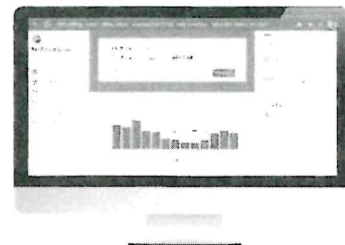
HMW offers several payment methods. Customers may pay in the office, two drop boxes are located in the parking lot in the circle drive for Money Order or check payments, payments can be set up as automatic recurring bank drafts, payments can be made in some stores, and one-time online payments are accepted.

- AutoPay is a feature available when you enroll for recurring online utility payments. If you would like, you can access the portal later to make changes at the following website: <https://www.municipalonlinepayments.com/hmwsudtx/utilities>. It lets you choose the day you want to schedule your recurring utility bill payments.

Payments will continue to be due by the 16th of each month.

With AutoPay, you can:

- Managing your credit card information
- Schedule one-time future payments
- Get e-mail notifications and reminders
- View your payment history and past statements
- View your usage



Please note that payments made via Autopay are subject to a \$1.25 processing fee. The fee can be avoided by choosing one of the other payment methods.



CUSTOMER ELECTION FOR PAPERLESS BILLING

Technologies have emerged that continue to change business culture and trends. One of the many trends is the move toward a "green" commitment for the benefit of the environment. HMW Special Utility District is pleased to offer paperless billing and statements, by email as part of the District's support of not only the environment but also customer convenience and opportunities for reducing the costs of printing and postage.

Your election to receive paperless billing and statements authorizes the District to e-mail your utility bill directly to your selected e-mail address on the same day that the bills are printed and mailed from HMW's office. The new automatic output processor captures an image of the utility bill and deposits it into the selected e-mail account as a .pdf document. The new addition offers the benefit of receiving the bill in a time-saving, cost-effective manner. In order to elect or discontinue paperless billing and statements, please complete the information below and return to the HMW office.

☐ I, _____ elect to receive only paperless billing and statements for the
(Must be Account Holder)

HMW Special Utility Account # _____

By selecting this option, I assume all responsibility for the maintenance of and my continuing availability to receive messages at the designated email address. I further acknowledge the continuing existence of all billing deadlines and related provisions in the District's most recent Rate Tariff and Order and my utility service agreement.

☐ Please discontinue electronic billing and statements.

Account Holder Name

Phone Number

Service Address

City, State, Zip

Mailing Address

City, State, Zip

E-Mail Address

Signature of Account Holder

Date

HMW SPECIAL UTILITY DISTRICT

Please complete this form and the attached Terms and Conditions and Release to authorize HMW Special Utility District to charge your bank account for payment of services provided by HMW.

Authorization for Ongoing Payment Through Customer Bank Account

Name of HMW Customer: _____

Address: _____

City, State, Zip: _____

Phone Number(s): _____ HMW Account No.: _____

Customer Bank: _____ Bank Telephone No: _____

Customer Bank Account No. _____

Customer Bank Routing No. _____

Authorization PLEASE ATTACH COPY OF VOIDED CHECK

As the owner, co-owner or authorized signer on the bank account identified above, I hereby direct HMW to charge such account for the monthly and other amounts charged by HMW on the above HMW customer account. This authorization is ongoing, has no time limit and applies to all billings by HMW to the above customer account until the authorizing HMW Customer terminates this authorization as provided in the attached Terms and Conditions. I also accept such Terms and Conditions as a part of this authorization.

☐ Authorization to draft specific amount: \$ _____

☐ Authorization to draft balance due on HMW account.

☐ Remove ACH Draft from my HMW account.

Signature: _____ Date: _____

Printed name: _____

Return the completed original form with original signature and a copy of a valid ID to:

HMW Special Utility District
Attn: Accounts Receivable
P.O. Box 837
Pinehurst, Texas 77362

PO Box 837, Pinehurst, TX 77362
Phone: 281-356-5060 Fax: 281-356-7667
customerservice@hmw-sud.com

TERMS AND CONDITIONS OF AUTHORIZATION
FOR PAYMENT THROUGH CUSTOMER BANK TO
HMW SPECIAL UTILITY DISTRICT ("HMW")

The undersigned HMW customer ("Customer") identified on this authorization for payment through the Customer's bank acknowledges and represents the following:

1. All of the information provided on the attached authorization for payment through the Customer's bank is correct and complete. HMW may verify the Customer's identity and other information provided as set forth in its Rate Tariff and Order ("Tariff").
2. HMW will use the authorization only for the purpose of paying amounts billed by HMW to the HMW customer account shown on the attached authorization.
3. By their agreement to provide and accept this authorization, neither HMW nor its Customer waive their respective rights and remedies under HMW's Tariff, the applicable Customer Service Agreement, or as otherwise provided by law.
4. HMW may reject and/or terminate the attached authorization at its discretion and at any time. In such event, HMW shall notify the Customer within ten (10) business days, by U.S. first class mail to the address on the attached authorization.
5. If a Customer authorized payment is declined by the Customer's bank, HMW may, at its sole discretion, attempt subsequent requests for payment thereby, attempt to contact the Customer, or treat the declined payment as a nonpayment of the amount presented, without further notice to the Customer, and act on such nonpayment as provided by the Tariff. If the attached authorization is for a single payment of a specified amount, no other amount shall be presented for payment at either the time of authorization or any subsequent time unless an additional authorization for payment of a different amount is provided to HMW.
6. If the attached authorization is for ongoing payments, HMW will present for payment the amount due and payable by the Customer on HMW's most current billing. Such presentation for payment will be made on the tenth (10th) day of each month, or the first business day thereafter, following HMW's mailing of billings to all of its customers. In addition, an authorization for ongoing payment shall be valid for use by HMW until (a) HMW terminates the authorization, or (b) the authorizing Customer terminates the attached authorization in writing and actually delivers such writing to HMW. In the latter event, HMW will not present any billed amount for payment from and after the business day that follows its actual receipt of the Customer's written termination of authorization. Any presentation for payment that occurred prior to such date shall be considered to be authorized.
7. HMW MAKES NO REPRESENTATION OR WARRANTY TO THE CUSTOMER OR ANY OTHER PERSON, EXPRESS OR IMPLIED, EXPRESSLY AND DISCLAIMS ANY AND ALL IMPLIED WARRANTIES, INCLUDING ANY WARRANTIES OF QUALITY, ACCURACY OF FITNESS FOR A PARTICULAR PURPOSE, MERCHANTABILITY OR SUITABILITY, TO CUSTOMER OR ANY OTHER PERSON, OF THE SERVICES PROVIDED BY HMW THAT ARE SUBJECT TO THIS AUTHORIZATION, OR OF ANY COMPUTER SOFTWARE PRODUCTS OR INTERNET DELIVERED CAPABILITIES USED TO PROVIDE SUCH SERVICES, OR AS TO THE SUITABILITY OF COMPATIBILITY OF HMW'S SOFTWARE, INTERNET DELIVERED SERVICE, EQUIPMENT OR COMMUNICATION INTERFACES WITH THOSE USED BY THE CUSTOMER.
8. I (We) have carefully reviewed the attached authorization for payment, including the above Terms and Conditions and the Release of Liability set forth below, and understand their contents and meaning.

RELEASE OF LIABILITY

For and in consideration of the acceptance by HMW Special Utility District ("HMW") of the attached authorization for single payment or ongoing payment through the referenced bank account, I (We) hereby release and shall indemnify HMW from and against all claims, liability, damages, and expenses, including attorney's fees, regardless of nature, and as to both the undersigned or any third party, under the laws of the United States or any state, that arise from the delivery of the attached authorization to HMW and/or HMW's acting thereon. This release and indemnification is general and unlimited, and includes but is not limited to rejection or termination of the authorization by HMW, failure of electronic technology and all other risks that arise from such authorization.

SIGNED this _____ day of _____, _____.

Customer Signature

Printed Name

HMW SPECIAL UTILITY DISTRICT

Please complete this form, attached Terms and Conditions and Release to authorize HMW Special Utility District to charge your bank account for payment of services provided by HMW.

Authorization for Single Payment Through MasterCard/Visa

Name of HMW Customer: _____

Address: _____

City, State, Zip: _____

Phone Number(s): _____ HMW Account No.: _____

Customer Bank: _____ Customer Bank Account No. _____

CC Type: _____

Card No. _____ Expiration Date: _____

Authorization

As the owner, co-owner or authorized signer on the credit card identified above, I hereby direct HMW to charge such credit card for the amount indicated below for payment on the above HMW customer account. This is a one-time authorization that applies only to the amount authorized below. It is subject to the attached Terms and Conditions, which I hereby accept.

Authorized Amount: \$ _____

Signature: _____

Date: _____

Printed name: _____

Return the completed original form to:

HMW Special Utility District
Attn: Accounts Receivable
P.O. Box 837
Pinehurst, Texas 77362

Phone: (281) 356-5060
Fax: (281) 356-7667

Email: customerservice@hmw-sud.com

TERMS AND CONDITIONS OF AUTHORIZATION
FOR PAYMENT THROUGH CUSTOMER CREDIT CARD TO
HMW SPECIAL UTILITY DISTRICT ("HMW")

The undersigned HMW customer ("Customer") identified on this authorization for payment through the Customer's credit card acknowledges and represents the following:

1. All of the information provided on the attached authorization for payment through the Customer's credit card is correct and complete. HMW may verify the Customer's identity and other information provided as set forth in its Rate Tariff and Order ("Tariff").
2. HMW will use the authorization only for the purpose of paying amounts billed by HMW to the HMW customer account shown on the attached authorization.
3. By their agreement to provide and accept this authorization, neither HMW nor its Customer waive their respective rights and remedies under HMW's Tariff, the applicable Customer Service Agreement, or as otherwise provided by law.
4. HMW may reject and/or terminate the attached authorization at its discretion and at any time. In such event, HMW shall notify the Customer within ten (10) business days, by U.S. first class mail to the address on the attached authorization.
5. If a Customer authorized payment is declined by the Customer's credit card company, HMW may, at its sole discretion, attempt subsequent requests for payment thereby, attempt to contact the Customer, or treat the declined payment as a nonpayment of the amount presented, without further notice to the Customer, and act on such nonpayment as provided by the Tariff. If the attached authorization is for a single payment of a specified amount, no other amount shall be presented for payment at either the time of authorization or any subsequent time unless an additional authorization for payment of a different amount is provided to HMW.
6. **HMW MAKES NO REPRESENTATION OR WARRANTY TO THE CUSTOMER OR ANY OTHER PERSON, EXPRESS OR IMPLIED, EXPRESSLY AND DISCLAIMS ANY AND ALL IMPLIED WARRANTIES, INCLUDING ANY WARRANTIES OF QUALITY, ACCURACY OF FITNESS FOR A PARTICULAR PURPOSE, MERCHANTABILITY OR SUITABILITY, TO CUSTOMER OR ANY OTHER PERSON, OF THE SERVICES PROVIDED BY HMW THAT ARE SUBJECT TO THIS AUTHORIZATION, OR OF ANY COMPUTER SOFTWARE PRODUCTS OR INTERNET DELIVERED CAPABILITIES USED TO PROVIDE SUCH SERVICES, OR AS TO THE SUITABILITY OF COMPATIBILITY OF HMW'S SOFTWARE, INTERNET DELIVERED SERVICE, EQUIPMENT OR COMMUNICATION INTERFACES WITH THOSE USED BY THE CUSTOMER.**
7. I (We) have carefully reviewed the attached authorization for payment for a single one time credit card payment, including the above Terms and Conditions and the Release of Liability set forth below, and understand their contents and meaning.

RELEASE OF LIABILITY

For and in consideration of the acceptance by HMW Special Utility District ("HMW") of the attached authorization for single payment through the referenced credit card company, I (We) hereby release and shall indemnify HMW from and against all claims, liability, damages, and expenses, including attorney's fees, regardless of nature, and as to both the undersigned or any third party, under the laws of the United States or any state, that arise from the delivery of the attached authorization to HMW and/or HMW's acting thereon. This release and indemnification is general and unlimited, and includes but is not limited to rejection or termination of the authorization by HMW, failure of electronic technology and all other risks that arise from such authorization.

SIGNED this _____ day of _____, _____.

Customer Signature

Printed Name