

Dear Resident,

Welcome to the Spring Creek Utility District (Spring Creek Utility District). The following information is provided to assist you in becoming familiar with the District's policies as they relate to your water and sewer service. The Board of Directors for Spring Creek Utility District has selected Municipal Operations & Consulting to be the operator of the District's water and sewer system.

Municipal Operations & Consulting takes great pride in their vision and experience to ensure all of your water utility service needs are met with enthusiasm and pride. Their goal is to ensure we provide the highest level of satisfaction in the industry. You are encouraged to visit their website, [www.municipalops.com](http://www.municipalops.com) after the first Billing Cycle where you will be able to create an online account, view your billing history, payment history, and pay your bill using your credit card (Visa, MasterCard, Amex or Discover) or electronic check. Municipal Operations & Consulting provides an online experience that is absolutely secure and convenient. If you wish to be set up on automatic bank draft, or recurring credit card payments, please see the Online Bill Pay feature at: <https://municipalops.com/customer-care/pay-your-bill/>.

Municipal Operations & Consulting handles the billing for water, sewer, and trash service. They also handle all water and sewer related emergencies. They respond to emergencies 24-hours a day, so we encourage you to contact them, should water or sewer emergencies occur.

Billing questions and non-emergency calls are taken Monday through Friday from 8am to 5pm. Please do not hesitate to call with any questions, concerns, or other service related problems.

**Main Line: (281) 367-5511**

**Fax Line: (281) 367-5517**

If you'd like to find out more, you may find supplemental resources and information about Spring Creek Utility District online at [www.springcreekud.org](http://www.springcreekud.org)

Thank you for being part of our District.

Sincerely,  
Spring Creek Utility District Board of Directors

## **Checklist for New Customers**

**Before submitting the application, please make sure you provide the following:**

- \_\_\_ **Customer Name**
- \_\_\_ **Activation Date** (water turned on next business day from this date)
- \_\_\_ **Service address;** Billing address (if different)
- \_\_\_ **Date of Birth**
- \_\_\_ **Copy of Driver's License or State ID**
- \_\_\_ **Contact Number** (include mobile if you want Emergency Notifications by phone)
- \_\_\_ **Contact Email**
- \_\_\_ **Deposit:** Cash, Money Order, or Cashier's Check ONLY  
No personal or business checks accepted unless the application indicates otherwise  
Credit Card is accepted over the phone (5% Processing Fee will be applied)
- \_\_\_ **\*Listing Agreement/Lease/Deed** (for Property Managers/ Real Estate Agents)

**Notes:**

Water is turned on the next business day following the account activation date provided on the application. All documents and deposit (if required upfront) must be in the office by 3:00 pm for next day service.

\*if required

## APPLICATION FOR RESIDENTIAL UTILITY SERVICE

**Please note all Applicants are required to sign this form before service can be activated.**

\*required fields

Name of Customer\*: \_\_\_\_\_

Date of Birth\*: \_\_\_\_\_ **Account Activation Date\*<sup>1</sup>**: \_\_\_\_\_

SSN/EIN: \_\_\_\_\_ Driver License/ID & State\*: \_\_\_\_\_

Primary Phone\*: \_\_\_\_\_ Secondary: \_\_\_\_\_

Check here if this is a mobile number

Check here if this is a mobile number

Email Address\*: \_\_\_\_\_

I agree to provide my above information and understand the District may contact me via phone, text, and/or email for emergencies and other pertinent matters. Check here if you DO NOT wish to receive these

Service Address\*: \_\_\_\_\_

City\*: \_\_\_\_\_ State\*: \_\_\_\_\_ Zip\*: \_\_\_\_\_

Billing Address (if different)\*: \_\_\_\_\_

City\*: \_\_\_\_\_ State\*: \_\_\_\_\_ Zip\*: \_\_\_\_\_

### Please Check One:

I own this property  
(proof of ownership required)  
\$100.00 (refundable) deposit  
+ \$25.00 connection fee

I rent this property  
(proof of lease required)  
\$200.00 (refundable) deposit  
+ \$25.00 connection fee

I manage this property  
(Listing agreement required)  
\$200.00 (refundable) deposit  
+ \$25.00 connection fee

The deposit and connection fee must be paid by cash, money order, or credit card over the phone (5% processing fee will be applied) before service is rendered. NO EXCEPTIONS.

Name of Employer: \_\_\_\_\_ Employer Phone: \_\_\_\_\_

Employer Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

By signing you agree to the terms herein, the Customer Service Agreement, do grant permission for District's Operator to turn on water service at the Service Address without anyone present and understand the District will not be held responsible for consequent damage to property, and understand you are bound to the cost for all services set by and listed in the District's Rate Order. Applicant's failure to adhere to all requirements contained in the District's Rate Order may result in fines, penalties and a delay or denial of service initiation. A copy of the District's Rate Order is available upon request and on the Spring Creek Utility District website, here: [www.springcreekud.org](http://www.springcreekud.org)

Printed Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_

**<sup>1</sup>WATER WILL BE TURNED ON THE NEXT BUSINESS DAY FOLLOWING ACCOUNT ACTIVATION**

District website: [www.springcreekud.org](http://www.springcreekud.org)

Operator's website: [www.municipalops.com](http://www.municipalops.com)

## CUSTOMER SERVICE AGREEMENT

- I. **PURPOSE.** Spring Creek Utility District is responsible for protecting the drinking water supply from contamination or pollution which could result from improper system construction or configuration on the residential connection owner's side of the meter. The purpose of this service agreement is to notify each customer of the restrictions which are in place to provide this protection. Spring Creek Utility District enforces these restrictions to ensure the public health and welfare. Each residential customer must sign this agreement before Spring Creek Utility District will begin service. In addition, when service to an existing residential connection has been suspended or terminated, Spring Creek Utility District will not re-establish service unless it has a signed copy of this agreement.
- II. **RESTRICTIONS.** The following are prohibited by State regulations.
  - A. No direct connection between the public drinking water supply and a potential source of contamination is permitted. Potential sources of contamination shall be isolated from the water system by an air-gap or an appropriate backflow prevention device.
  - B. No cross-connection between the public water supply and a private water system is permitted. These potential threats to the public water supply shall be eliminated at the service connection by the installation of an air-gap or a reduced pressure-zone backflow prevention device.
  - C. No connection which allows water to be returned to the public drinking water supply is permitted.
  - D. No pipe or pipe fitting which contains more than 0.25% lead may be used for the installation or repair of plumbing at any connection which provides water for human use.
  - E. No solder or flux which contains more than 0.2% lead can be used for the installation or repair of plumbing at any connection which provides water for human use.
- III. **SERVICE AGREEMENT.** The following are the terms of the service agreement between Spring Creek Utility District and the Customer.
  - A. Spring Creek Utility District will maintain a copy of this agreement as long as the Customer and/or the premises is connected to the water system.
  - B. The Customer shall allow his property to be inspected for possible cross-connections and other potential contamination hazards. These inspections shall be conducted by the Spring Creek Utility District or its designated agent prior to initiating new water service; when there is reason to believe that cross-connections or other potential contamination hazards exist; or after any major changes to the private water distribution facilities. The inspections shall be conducted during normal business hours of the District's authorized Operator.
  - C. Spring Creek Utility District shall notify the Customer in writing of any cross-connection or other potential contamination hazard which has been identified during the initial inspection or the periodic reinspection.
  - D. The Customer shall immediately remove or adequately isolate any potential cross-connections or other potential contamination hazards on his premises.
  - E. The Customer shall, at his expense, properly install, test, and maintain any backflow prevention device required by Spring Creek Utility District. Copies of all testing and maintenance records shall be provided to Spring Creek Utility District.
- IV. **ENFORCEMENT.** If the Customer fails to comply with the terms of the Service Agreement, Spring Creek Utility District 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.

## **PAYMENT OPTIONS**

### **Online Bill-Pay (through your banking institution)**

<https://www.eonlinebill.com/bapp/munop/index>

We are pleased to announce a new and much improved online bill payment center. Most districts are now accepting online credit card payments and some have authorized one-time e-check payments\*. A convenience fee of 5% will be added when paying with a credit card, and \$1 will be added when paying with an e-check. The new payment system also provides:

- 24/7 Access to Account Information
- A Totally Secured Process
- Online Access to Billing History
- Ability to Reprint Current Bill
- Reminder Emails and Billing Notices

\*All returned checks will be assessed a fee as authorized by the District's Rate Order. Payments received after business hours for service cut-offs will have services restored the next business day.

### **Pay-By-Phone**

Visa/MasterCard/Discover/American Express (5% Convenience Fee\*)

- Posts to account: next business day

Electronic Check (\$1.00 transaction fee\*)

- Posts to account: next business day

### **Online Website**

(Payments through <https://municipalops.com/customer-care/pay-your-bill/>)

Visa/MasterCard/Discover/American Express (5% Convenience Fee\*)

- Posts to account: next business day

Electronic Check (\$1.00 transaction fee\*)

- Posts to account: next business day

**Monthly Auto-Draft/ Recurring Credit Card Payments:**

Visa/MasterCard/Discover/American Express (5% Convenience Fee\*)

- Posts to account: on the due date

Electronic Check (\$1.00 transaction fee\*)

- Posts to account: on the due date

**Operator's Drop Box (Checks dropped at Operator's office)**

**OAK RIDGE OFFICE**

27316 Spectrum Way  
Oak Ridge North, TX 77385

Phone: (281) 367-5511  
Fax: (281) 367-5517

**Hours:**

Monday–Thursday:  
8:00 AM to 5:00 PM

Friday:  
8:30 AM to 5:00 PM

*A night drop slot is available on the door for after-hours payments.*

**KATY OFFICE**

1825 Mason Road  
Katy, Texas 77449

Phone: (281) 347-8686  
Fax: (281) 347-8863

**Hours:**

Monday–Thursday:  
8:00 AM to 4:00 PM

Friday:  
8:30 AM to 4:00 PM

*A night drop slot is available on the door for after-hours payments.*



## **EyeOnWater**

**Welcome To EyeOnWater!** You now have more control of your water usage through EyeOnWater. EyeOnWater is a Badger Meter consumer portal application giving you the opportunity to monitor your water reading, water usage, set leak notifications, and more from your home computer, smart phone, and/or tablet. We encourage you to sign up today because the water we save today can help save tomorrow.

To get started from your computer, simply follow the steps below:

1. Visit "<https://eyeonwater.net>" using a supported web browser.
2. Click on the "Create Account" link on the login page.
3. Enter your Service or Billing ZIP/POSTAL Code.
4. Enter your water account number including the dash with no spaces.
5. Confirm that the account information is correct for your account number.
6. Enter your log-in username and valid email address.
7. Create and confirm your password.
8. You will get a confirmation email from BEACON. Please look into your inbox or spam folder for this confirmation email. Click on the link inside the email to activate your Eye on Water account.

### **Smartphone/Tablet App Instructions:**

1. Go to the App Store on your Android or iPhone and search for "**EyeOnWater**".
2. Download the free App to your device.
3. Open the App.
4. Tap the Register button.
5. Tap "Enter Your Account Information Manually"
6. Enter your Zip Code.
7. Select Spring Creek Utility District from the list.
8. Enter your Account ID as it appears on your water bill and Tap Next.
9. Create username and enter valid email address.
10. Create and confirm password.
11. Agree to the Terms of Service and Tap Next.
12. Check your email for a confirmation link to activate your account.
13. You can now sign into your account.

