



# QUAIL CREEK M.U.D.

A RELIABLE SOURCE

515 Chukar Drive · Victoria, Texas 77905-4404 · (361)-572-0810 · FAX (361)-572-3993



## APPLICATION FOR WATER AND SEWER SERVICE

### RESIDENTIAL:

Name: \_\_\_\_\_

Spouse's Name: \_\_\_\_\_

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

Mailing Address (if different): \_\_\_\_\_

Email: \_\_\_\_\_ E-mail Bill: No  Yes  Both

Phone #: (\_\_\_\_) \_\_\_\_\_

Number in Household: Adults \_\_\_\_\_ Children \_\_\_\_\_

Buying  Own  Renting  Landlord: \_\_\_\_\_ Phone: (\_\_\_\_) \_\_\_\_\_

His DL# \_\_\_\_\_ Her DL# \_\_\_\_\_

His SSN: \_\_\_\_\_ Her SSN: \_\_\_\_\_

### **EMPLOYMENT INFORMATION:**

His: \_\_\_\_\_ Her: \_\_\_\_\_  
Employer: \_\_\_\_\_ Employer: \_\_\_\_\_

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

Telephone #: (\_\_\_\_) \_\_\_\_\_ Telephone: (\_\_\_\_) \_\_\_\_\_

**OUT OF DISTRICT CUSTOMERS WILL PAY AN OUT OF DISTRICT FEE EQUIVALENT TO THE APPLICABLE TAX RATE ON VALUES ASSESSED BY THE COUNTY TAX ASSESSOR.**

### COMMERCIAL:

Company Name: \_\_\_\_\_

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

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

Telephone: (\_\_\_\_) \_\_\_\_\_ Fax: (\_\_\_\_) \_\_\_\_\_

Contact Person: \_\_\_\_\_

### CUSTOMER SIGNATURE

Please initial \_\_\_\_\_ I DO NOT want my personal/billing information to be given out.

\*\*\*\*\*OFFICE USE ONLY\*\*\*\*\*

Paid: \_\_\_\_\_

Previous Meter Reading: \_\_\_\_\_

Date: \_\_\_\_\_

Account #: \_\_\_\_\_

Ck#: \_\_\_\_\_

Route Sequence: \_\_\_\_\_

## Retail Service Agreement

- I. **PURPOSE.** The Quail Creek MUD is responsible for protecting the drinking water supply from contamination or pollution which could result from improper system construction or configuration on the retail 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. The public water system enforces these restrictions to ensure the public health and welfare. Each retail customer must sign this agreement before the Quail Creek MUD will begin service. In addition, when service to an existing retail connection has been suspended or terminated, the water system will not re-establish service unless it has a signed copy of this agreement.
- II. **RESTRICTIONS.** The following unacceptable practices 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 public water system by an air-gap or an appropriate backflow prevention device.
  - B. No cross-connection between the public drinking water supply and a private water system is permitted. These potential threats to the public drinking 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 8.0% 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 percent 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 the NAME OF WATER SYSTEM (the Water System) and NAME OF CUSTOMER (the Customer).
- A. The Water System 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 Water System 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 the Water System's normal business hours.
  - C. The Water System 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 re-inspection.
  - 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 the Water System. Copies of all testing and maintenance records shall be provided to the Water System.
- IV. **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.

**CUSTOMER'S SIGNATURE:** \_\_\_\_\_ **PRINT NAME:** \_\_\_\_\_

**DATE:** \_\_\_\_\_ **ACCT #** \_\_\_\_\_ **ADDRESS:** \_\_\_\_\_



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## **WATER AND SEWER RATES EFFECTIVE OCTOBER 2023**

### **WATER RATES**

¾" METER = WATER BASE RATE OF \$23.21 + \$2.00 PER THOUSAND GALLONS  
1" METER = WATER BASE RATE OF \$45.52 + \$2.00 PER THOUSAND GALLONS  
2" METER = WATER BASE RATE OF \$125.76 + \$2.00 PER THOUSAND GALLONS  
3" METER = WATER BASE RATE OF \$242.48 + \$2.00 PER THOUSAND GALLONS  
4" METER = WATER BASE RATE OF \$373.78 + \$2.00 PER THOUSAND GALLONS  
6" METER = WATER BASE RATE OF \$738.53 + \$2.00 PER THOUSAND GALLONS

### **WASTEWATER RATES**

**\*\*SEWER AVERAGE FOR NEW CUSTOMERS IS 5500 = \$31.05\*\***

¾" METER = SEWER BASE RATE OF \$23.21 + \$2.00 PER THOUSAND GALLONS  
1" METER = SEWER BASE RATE OF \$39.23 + \$2.00 PER THOUSAND GALLONS  
2" METER = SEWER BASE RATE OF \$95.89+ \$2.00 PER THOUSAND GALLONS  
3" METER = SEWER BASE RATE OF \$179.47 + \$2.00 PER THOUSAND GALLONS  
4" METER = SEWER BASE RATE OF \$345.58 + \$2.00 PER THOUSAND GALLONS  
6" METER = SEWER BASE RATE OF \$532.46 + \$2.00 PER THOUSAND GALLONS

**\*\*Surcharge for excessive strength wastewater calculated are based on actual BOD and TSS concentration\*\***

Out of district customers will pay an out of district fee equivalent to the applicable tax rate on values assessed by the county tax assessor.

Commercial /Industrial rates will be in effect for any connection other than SFR (Single-Family Residents), and as approved by the Texas Natural Resource Conservation Commission and the Quail Creek Municipal Utility District Board of Directors

# INFORMATION REGARDING YOUR WATER AND SEWER BILL

## BILLING

Bills are due on the 15<sup>th</sup> of the month. A late fee of 15% will be added on the 16<sup>th</sup> and will be due on the 25<sup>th</sup> of the month. Cut-offs will occur on the 26<sup>th</sup> of the month or the following business day.

## PAYMENTS

Payments can be mailed to the office, made in person during office hours (see hours below) or left in the drop window in front of the office.

The fee for payments made by internet or in person using the CUSI payment system is 2.75%. **\*\*\*MAKE SURE PAYMENTS ARE GOING THROUGH OUR WEBSITE WWW.QCMUD.COM AND NOT WWW.DOXO.COM**

## DEPOSITS/FEES

Deposit: \$150.00 – Commercial, residential, sprinkler or bulk – refundable when account is closed. Refund will be applied to final billing.

Water tap - \$600.00  
Sewer tap – \$500.00  
Plumbing permit - \$150.00

## RATES

Water - ¾" METER - \$23.21 (Base) \$2.00 per thousand gallons  
Sewer - ¾" METER - \$23.21 (Base) \$2.00 per thousand gallons  
Bulk Water - \$27.00 per hook up + \$2.00 per thousand gallons

Sewer rates are based on your water consumption during the months of **November, December, and January** every year. New residents will have their sewer bill charge based on a district average.

**NOTE: SEWER AVERAGING BEGINS IN NOVEMBER AND ENDS IN JANUARY. MAKE SURE ALL LEAKS AND DRIPS ARE FIXED BEFORE NOVEMBER. YOU ARE RESPONSIBLE FOR ANY WATER THAT GOES THROUGH YOUR METER DURING THIS TIME.**

## MAINTENANCE FEE \$10.00

CPL & VEC for Street Lights - \$3.50  
Homeowner's Association - \$3.50  
Volunteer Fire Department - \$1.50  
Park Fund - \$1.50

## GARBAGE

\$21.37 – One trash tote  
\$ 11.36 - extra trash tote  
Garbage is picked up every Monday. Have tote(s) out by 5:45 am. At times, trash pick-up may take up to two days and pick up route may change.

## OFFICE HOURS (on-call 24/7)

Monday – Friday 8:00 am to 12:00 pm  
1:00 pm to 5:00 pm  
Closed 12:00 pm to 1:00 pm for lunch

## TELEPHONE NUMBERS

Office: (361) 572-0810  
Fax: (361) 572-3993

Please leave your message with the answering service when the office is closed and someone will return your call as soon as possible.



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## Drinking Water Facts

### Interesting Facts About Your Drinking Water Supply

#### Groundwater versus Surface Water

At Quail Creek MUD our drinking water comes from three wells that are drilled into the Gulf Coast Aquifer to a depth of approximately 600 feet below the land surface.

Since your drinking water comes from water wells, it is considered groundwater. Groundwater is very different from surface water, (which is water from a lake, river or stream). Because groundwater is different from surface water it is treated and regulated differently. Although both water supply sources require disinfection with a disinfection agent like chlorine, groundwater typically requires much less treatment than surface water.

#### Fluoride in Drinking Water

Water fluoridation began in some parts of the United States in 1945, after scientists noted that people living in areas with higher water fluoride levels had fewer cavities. Starting in 1962, the United States Public Health Service (PHS) recommended that public water supplies contain fluoride to help prevent tooth decay. At that time, the United States Public Health Service (PHS) recommended that public water supplies contain between 0.7 and 1.2 milligrams of fluoride per liter (mg/L) of drinking water to help prevent tooth decay. This recommendation was updated in 2015 to a fluoride level of 0.7 mg/L. The naturally occurring fluoride in your water supply is 0.61 mg/l.

This is because groundwater does not typically have silt, mud, decaying plants, animal life, protozoa, or heavy levels of bacteria in it like many surface water supplies do.

Here at Quail Creek MUD, the only treatment required to make the water safe to drink is disinfection with chlorine to kill any bacteria that may be present. In addition to adding enough chlorine to kill any bacteria that may be present in the water, we add enough extra, or residual, chlorine to keep it disinfected all the way through our network of underground pipes to the point where it flows into your household plumbing.

Many decades after fluoride was first added to drinking water in some parts of the United States, there is still controversy about the possible health effects of drinking water fluoridation. Many people have strong views either for or against water fluoridation. Their concerns are based on everything from legitimate scientific research, to freedom of choice issues, to government conspiracy theories.

Fluoride is now used in the public drinking water supplied to about 3 out of 4 Americans. The decision to add fluoride to drinking water is made at the state or local level.

QUAIL CREEK MUD DOES NOT ADD FLUORIDE TO ITS WATER SUPPLY TO PROMOTE DENTAL HEALTH LIKE MANY SYSTEMS DO. THE GROUNDWATER FROM OUR WELLS ALREADY HAS AN OPTIMAL LEVEL OF NATURALLY OCCURRING FLUORIDE IN IT.

## **Arsenic**

As you may know, your water supply here at Quail Creek MUD does, like most groundwater sources, have some arsenic in it. Arsenic is a naturally occurring element in rocks, soils, and the waters in contact with them, and its contamination of groundwater is largely the result of minerals dissolving from weathered rocks and soils. Groundwater arsenic contamination is widespread in Texas, especially in South Texas and the Panhandle.

For many years, the regulatory limit for arsenic in public drinking water supplies was set at 50 parts per billion. Earlier research has found that people who drink water containing arsenic levels of 50 parts per billion for 15 to 20 years have about a 1 in 100 risk of dying from lung or bladder cancer, and smokers have twice that risk. In

2001, EPA lowered the arsenic maximum contaminant level (MCL) for drinking water to 10 parts per billion, based on studies that suggested cancer risks decrease at lower levels. Drinking water suppliers had to comply with the new standard by 2006.

The arsenic levels in your water supply range from 7.2 to 13.4 parts per billion (based on sampling from 2017). Quail Creek MUD effectively manages the arsenic levels in your water supply by blending the amount of water produced from each of its three water wells so that the water consistently complies with the regulatory requirements. We are also taking additional steps to rehabilitate one of our wells to further reduce the arsenic concentration in your water supply.

## **Water Pressure**

A good, reliable source of water is essential for proper hygiene and firefighting. Public water supplies in Texas are required by state law to maintain a minimum water pressure throughout the water distribution system during normal operating conditions. Under the Rules and Regulations for Public Water Supply Systems Quail Creek MUD has the following responsibilities for maintaining water pressure:

- Maintain minimum operating pressure of 35 pounds per square inch (psi) throughout the water distribution system.
- Maintain minimum operating pressure of 20 psi under fire flow conditions.

At Quail Creek MUD, our pumps are set to come on when the pressure in the system reaches 45 psi and to cut off when the pressure in the system reaches 65 psi.

Many times, low pressure at a residence may be caused by household plumbing issues or point of use treatment units like water softeners. Quail Creek MUD has no control over pressure problems that arise on the customer's side of the meter.

If you experience low pressure at your residence, please call the Quail Creek MUD office and report it. We will be happy to come out and check your pressure for you and try to identify the cause of the problem.

## **Social Media**

Social Media sites like Facebook and Next-door Neighbor have become very popular and are often effective means of communication. On the other hand, however, rumors and misinformation can spread very rapidly over these sites. Many times, these rumors get out of control and become widespread before the utility even knows there is a problem. Once the rumors are out there, it is very difficult to dispel them and get the accurate information out to the public.

Additionally, since many individuals post about a problem with their water supply rather than reporting it to the water supplier, the water supplier does not know about the problem and therefore, cannot address the problem in a timely manner.

If you experience a problem with your water supply, please call the Quail Creek MUD office and report it as soon as possible so we can adequately address the issue for you.



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April 30, 2019

Dear Resident,

This letter is to inform you that under the Quail Creek Municipal Utility District's Service Policy:

*Section E No. 19:*

***Prohibition of Multiple Connections: To A Single Tap.** No more than one (1) residential, commercial, or industrial service connection is allowed per meter. An unauthorized sub metering or diversion of service shall be considered a multiple connection and subject to disconnection of service. If the District has sufficient reason to believe a multiple connection exists, the District shall discontinue service under the disconnection without notice provisions of this service policy.*

If you believe you are not in compliance with this policy, please call the office for more information.

Best Regards,

Richard Reyes  
Board President



## QUAIL CREEK MUNICIPAL UTILITY DISTRICT SPRINKLER SYSTEM INSTALLATION REQUIREMENTS

A resident who wishes to install a sprinkler system must first obtain permission from the District. Once this is done, a \$900.00 \*fee will be paid before installation begins. The above fee will cover the items listed below.

1. 1" meter
2. 1" main tap
3. 1" corp. valve
4. meter box
5. valve cap box
6. pipe and fittings
7. labor for meter & tap installation
8. backhoe use
9. inspection of sprinkler installation

The above will be installed as close as possible to your existing household meter by District employees.

### DEFINITION OF RULES:

1. No system will tie in off household meter.
2. System must be installed by licensed irrigator.
3. No system will be installed without a pvb backflow preventer. Customer to provide and install.
4. No system will be installed without District permission.
5. No system will be installed without a plumbing permit.
6. No system will be covered up before psi test and inspection

### \*FEE BREAKDOWN:

1. \$600 water tap fee
  2. \$150 plumbing permit
  3. \$150 deposit on new account
- \$900 total