



12162 STATE HWY 155 N.

TYLER, TEXAS 75708

903-877-3644

## WELCOME TO OUR DISTRICT

### INFORMATION:

Our office hours are from 8:00 A.M. to 4:30 P.M. Monday – Friday, and our physical address is 12162 St. Hwy 155 N. Tyler, Texas 75708.

### DIRECTIONS:

If you are on Hwy 271 North toward UT Hospital, take a left on Hwy 155 toward Winona. Stay on 155 N, you will pass Nabors Drilling Training Center and our office will be on the right (directly across the street from Pepsi).

### OUR POLICY:

At the time of service request, we require an application to be filled out for New Service and Service Fees to be paid in full (Cash, Check, Or Money Order).

The Resolution of Ordinance 04-4 does apply to homeowners who are leasing the property. If your account is delinquent and disconnected, you will be expected to follow the Ordinance to secure East Texas Waters Interest.

Rental or Lease, residential water and sewer service accounts fee is **\$100.00 Deposit**. The deposit is refundable after an account is completely closed. However, the deposit shall be applied to any service account deficiency in the event of turn off due to nonpayment or abandonment. All accounts are required to pay a **\$50.00 fee** (\$25.00 Turn-On Fee, \$25.00 State Inspection Fee) both are non-refundable. **Trash fee \$13.81** Residential is also required. **Total for Service \$ 163.81**

Trash Fee varies for Industrial / Commercial /Businesses, non-refundable.

Fees are due at time service is requested and may not be broken into payments.

Proof of Contract for Deed or a Warranty Deed with Vendors Lien is required to avoid the deposit.

### Billing:

We will read meters on the 15<sup>th</sup> every month. Please keep all animals contained at this time for the safety of our employees. Our billing is for the prior month's usage and we mail bills out on the 1<sup>st</sup> week of every month.

**EAST TEXAS**  
**MUNICIPAL UTILITY DISTRICT**  
**12162 ST HWY 155 N. Tyler, TX 75708**  
**(903)877-3644**

**Service Request**

**Service Information:**

Date Requesting Services: \_\_\_\_\_ Account: \_\_\_\_\_

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

Home Phone: (\_\_\_\_) \_\_\_\_\_ Cell Phone: (\_\_\_\_) \_\_\_\_\_ Work Phone: (\_\_\_\_) \_\_\_\_\_

Service Address: \_\_\_\_\_ Lot: \_\_\_\_\_ Unit/Apt. \_\_\_\_\_

City: Tyler State: Texas Zip Code: 75708

(His) TX Driver License: \_\_\_\_\_ D/O/B: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

(Her) TX Driver License: \_\_\_\_\_ D/O/B: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

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

**(If Different From Above)**

**Billing Information:**

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

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

Renter ☐ Owner ☐

Type of Service Requested: Water: ☐ Sewer: ☐ Sanitation ☐ \* Sanitation will not be prorated\*

Residential: ☐ Agricultural: ☐ Commercial ☐ Industrial ☐

Will there be a sprinkler system installed? Yes ☐ No ☐ (If Yes, please explain)

\_\_\_\_\_  
\_\_\_\_\_

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

\* I understand by signing this request, I approve and understand ETMUD Policies and Procedures.

**Office Use Only:**

Billing Month: \_\_\_\_\_ Trash Code: \_\_\_\_\_ Tiers: \_\_\_\_\_ Initials \_\_\_\_\_

## SERVICE AGREEMENT

**PURPOSE:** The East Texas Municipal Utility District is responsible for protecting the drinking water supply from contamination or pollution, which could result from improper private water distribution system construction or configuration. The purpose of this service agreement is to notify each customer of the restrictions, which are in place to provide this protection. The Utility enforces these restrictions to ensure the public health and welfare. Each customer must sign this agreement before East Texas Municipal Utility District will begin the service. In addition, when service to an existing connection has been suspended, terminated or transferred, the water system will not re-establish service unless it has a signed copy of this agreement.

**RESTRICTIONS:** The following unacceptable practices are prohibited by State regulations:

1. 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 appropriate backflow prevention device.
2. 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.
3. No connection which allows water to be returned to the public drinking water supply is permitted.
4. 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.
5. 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.

**SERVICE AGREEMENT:** The following are the terms of the service agreement between the purveyor, East Texas Municipal Utility District and Customer.

1. The Water System will maintain a copy of this agreement as long as the Customer and/or the premises is/are connected to the Water System.
2. 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-connection 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.
3. The Water System shall notify the Customer in writing of any cross-connections and other potential contamination hazard, which is identified during the initial inspection or the periodic re-inspection.
4. The Customer shall immediately remove or adequately isolate any potential cross-connections or other potential contaminations on his premises.
5. The Customer shall, at Customer's expense and under the supervision of a licensed and/or certified person to; properly install, test, and maintain any RP (Reduced Pressure) backflow prevention device required by the Water System. Copies of all testing and maintenance records shall be provided to the Water System. Testing shall be preformed on installation, and, thereafter annually.

**ENFORCEMENT:** If the Customer fails to comply with the terms of the Service Agreement, the Water System shall, have the option to 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:** \_\_\_\_\_

**ACCOUNT NO.:** \_\_\_\_\_ **DATE:** \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

## TO CUSTOMERS AND PLUMBERS

The East Texas Municipal Utility District (ETMUD) hereby notifies all plumbers and owners that all water utilities in the state of Texas must comply with the rules and regulations of the TEXAS COMMISSION ON ENVIRONMENTAL QUALITY concerning construction and renovation of and/or additions and modifications to private plumbing facilities.

East Texas Municipal Utility District has recognized the **International Plumbing Code** as the prevailing guide for plumbing facility construction and modification standards, particularly regarding the prohibition of the use of lead solder and fittings and the prohibition of cross-connections within the plumbing system. By execution of this document, the customer/owner and the plumber certifies that all plumbing meets, to the best of their knowledge, the following conditions on the date executed below:

1. No direct connection between the public drinking water supply and a potential source of contamination exist. Potential sources of contamination are isolated from the public water system by an airgap or an appropriate back flow prevention assembly in accordance with the state plumbing regulations. Additionally, all pressure relief valves, and thermal expansion devices are in compliance with the state plumbing codes.
2. No cross-connections between the public drinking water supply and a private water system or well exists. Where an actual airgap is not maintained between the public water supply and private water supply, an approved Reduced Pressure Zone Backflow prevention assembly is properly installed. A service agreement shall be maintained according to ETMUD's rule for annual inspection and testing by a certified Backflow Prevention Device Tester.
3. No connection exists which would allow the return of water used for condensing, cooling, or industrial processes back into the public water supply.
4. No pipe or pipe fittings which contain more than **0.25 %** lead exists to the private plumbing facilities installed on or after July 1, 1988.
5. No solder or flux which contains more than **0.2%** lead exists in the private plumbing facilities installed on or after July 1, 1988.
6. No plumbing Fixture is installed which is not compliance with a state approved plumbing code.

This document will be retained as part of ETMUD's permanent files along with all plumbing inspection documents. By execution hereof, I certify that the foregoing is true and correct and that I am legally responsible for the validity of the information I have provided. I also understand that ETMUD will inspect all private plumbing facilities and that I, the customer/owner, and plumber, shall be present to demonstrate compliance.

East Texas Municipal Utility District strongly recommends that the customer/owner instruct the plumber to install a thermal expansion tank with all backflow devices due to possible over pressurization of the hot water heater on a closed water system.

CUSTOMER: \_\_\_\_\_ DATE: \_\_\_\_\_  
PLUMBER: \_\_\_\_\_ DATE: \_\_\_\_\_  
PLUMBING CO.: \_\_\_\_\_ DATE: \_\_\_\_\_



**New Billing Cycle Dates  
Effective September 10, 2020  
Water/Sewer Bill Payment Policy**

**Payments are due 20 days after the bills are mailed out each month, to avoid any penalties.** After the due date, there is a 5% late penalty that will be applied to your current bill. **Disconnections will be done 10 days after the due date of each month, to avoid any kind of service interruption, payments must be made by 8:00 A.M.** An additional \$50.00 Maintenance Fee will be due to restore your service. All fee's accumulated after billing are part of your service account and are due in full to restore your service. **PAYMENTS MADE AFTER 3:00 P.M. WILL GET RESTORED THE NEXT BUSINESS DAY.** This policy is an effort to reduce the growth of past due payments into an out of control level.

**WE ONLY ACCEPT CASH, CHECKS, OR MONEY ORDERS!**

**FOR YOUR CONVENIENCE, WE DO HAVE A 24 HOUR BOX, No CASH ONLY Checks or Money Orders. You may also pay by Phone: 855-483-5729 or Online: etmud.viewmybill.net  
ID CODE: 7570811 WITH YOUR ACCOUNT NUMBER.**

**\*\*\* If you have not received your bill within five days of the beginning of the month, please call us. We are not responsible for the delivery system of our postal service \*\*\***

**Signature: \_\_\_\_\_ Date: \_\_\_\_\_**

- I understand by signing this, I approve and understand ETMUD Policies and Procedures.**



# Welcome to the East Texas M.U.D. Online Bill Portal!

## An Easy & Convenient Way to View Your Bill Online

**GO PAPERLESS!! SIGN UP FOR ONLINE BILLING SERVICES AND HAVE INSTANT ACCESS TO YOUR ACCOUNT INFORMATION 24/7**

### To register:

- Before you begin, make sure you have your current bill in hand because you **must** enter your name and account information exactly as it appears on the bill. (If any information is incorrect, you must contact your utility office through their preferred method.)
- To begin the registration process, go to [etmud.viewmybill.net](http://etmud.viewmybill.net) and click the "Register" link. However, this will *not* allow you to see your bill until the utility company does your next billing. *After you submit your registration, you will receive an email where you **must** click the link to activate your account.* At this point, you can login to your account and view your balance (but not your bill yet).
- After the next billing, you will receive an email notifying you that your bill is ready to be viewed.
- Once you have received your first bill, you can click the link and login with your email address and password to view your bill. If you wish, you can pay your bill from your account screen. You will need your company ID #7570811 and your account number off your bill.

**When you sign up for Online Billing Services you will receive a monthly email notification when your bill is ready for viewing. No more bills to file or shred!! Simply register for Online Billing Services and you will have instant access to your account information.**

**(Please be aware that you will still have the option to receive a paper bill when you register. If you opt out of receiving a paper bill, you will be able to print a copy of your bill from the website.)**