1. CONFIDENTIALITY FORM
2. RATE ORDER
3. TOWN ORDINANCE
4. WATER REGULATIONS
5. SOLID WASTE SERVICES

PLEASE INITIAL WHEN ALL FORMS HAVE BEEN READ.

1. FORMA CONFIDENCIAL
2. TARIFAS
3. REGULACIONES PARA REGAR
4. NUMEROS IMPORTANTES DE LA CIUDAD
5. SERVICIO DE BASURA

FAVOR DE FIRMAR CUANDO AIGA LEIDO EN COMPLETO TODAS LAS FORMAS.
with a written release should I choose to retain this document.

UTILITY CODE: ________________________

I have read and understand the information above. I agree to provide the Water Authority

Utility Code, as held by Confidentiality. I hereby release the Water Authority above and as defined in Section 182 of the Texas

with a release and agree not to use the information.
CUSTOMER COPY
Customer Service Agreement

Account Number: ______________________

V. PURPOSE
The Water System is responsible for protecting the drinking water supply from contamination or pollution, which could result from improper plumbing practices. The purpose of this Customer Service Agreement is to notify each customer of the plumbing 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 the Water System will begin service. In addition, when the service to an existing connection has been suspended or terminated the Water System will not re-establish service unless it has a signed copy of this agreement.

VI. PLUMBING RESTRICTIONS
The following unacceptable plumbing 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 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 of which allows water to be returned to the public drinking water 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% lead, can be used for installation or repair of plumbing at any connection which provides water for human use.

VII. CUSTOMER SERVICE AGREEMENT
The following are the terms of the Customer Service Agreement between the Water System and (the "customer"):
A. The Water System will maintain a copy of the Agreement as long as the customer and/or the premises are connected to the water system.
B. The customer shall allow his property to be inspected for possible cross-connection and other unacceptable plumbing practices. These inspections will 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 unacceptable plumbing practices exist; or after any major changes to the private plumbing 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 unacceptable plumbing practice, which has been identified during the initial inspection or the periodic re-inspection.
D. The Customer shall immediately correct any unacceptable plumbing or leaky plumbing on these 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.

VIII. ENFORCEMENT
If the Customer fails to comply with the terms of the Customer Service Agreement, the Water System shall, at its option, 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.

[Signature]
Customer's Signature

[Printed Name]

[Date]

State of Texas
County of ______________________

Before me, a notary public, on this day personally appeared ______________________, known to me to be the person whose name is subscribed to the foregoing document and, being by me first duly sworn, declared that the statements therein contained are true and correct.

[Signature]
Witness of Identification Signature
CERTIFICATE OF ORDER AMENDING RATE ORDER

STATE OF TEXAS §
COUNTY OF EL PASO §
HORIZON REGIONAL MUNICIPAL UTILITY DISTRICT §

We, the undersigned officers of the Board of Directors (the "Board") of the HORIZON REGIONAL MUNICIPAL UTILITY DISTRICT (the "District"), hereby certify as follows:

The Board convened in regular session, open to the public, on Thursday, February 23, 2017, at 6:00 p.m., at 14100 Horizon Boulevard, Horizon City, Texas and the roll was called of the members of the Board, to-wit:

Benny Davis President
Bonnie Moorhouse Vice President
Gordon "Bob" Jarvis Secretary
Florence "Kit" Thomas Treasurer
Carl Dean Hulsey Assistant Secretary

All members of the Board were present with the exception of Davis, thus constituting a quorum. Whereupon other business, the following was transacted at such Meeting: A written

ORDER AMENDING RATE ORDER

was duly introduced for the consideration of the Board. It was then duly moved and seconded that such Order be adopted; and after full discussion, such motion, carrying with it the adoption of such Order prevailed, carried, and became effective by the following vote:

AYES: 4 NOES: 0 ABSTAIN: 0

A true, full and correct copy of the aforesaid Order adopted at the Meeting described in the above and foregoing paragraph is attached to and follows this Certificate; such Order has been duly recorded in the Board's minutes of such Meeting; the above and foregoing paragraph is a true, full, and correct excerpt from the Board's minutes of such Meeting pertaining to the adoption of such Order; the persons named in the above and foregoing paragraph are the duly chosen, qualified, and acting officers and members of the Board as indicated therein; each of the officers and members of the Board are duly and sufficiently notified officially and personally, in advance, of the time, place, and purpose of such Meeting, and that such Order would be introduced and considered for adoption at such meeting, and each of the officers and members consented, in advance, to the holding of such meeting for such purpose; and such Meeting was open to the public and public notice of the time, place, and purpose of such Meeting was given, all as required by Chapter 551 of the Texas Government Code and Section 49.063 of the Texas Water Code, as amended.

SIGNED this 23rd day of February, 2017.

[Signature]
President, Board of Directors

[Signature]
Vice President, Board of Directors
ORDER AMENDING RATE ORDER

STATE OF TEXAS
COUNTY OF EL PASO
HORIZON REGIONAL MUNICIPAL UTILITY DISTRICT

WHEREAS, the Horizon Regional Municipal Utility District (the "District") in accordance with the provisions of Article XVI, Section 59 of the Texas Constitution, was created by an act of the 57th Legislature of the State of Texas (1961) and pursuant to an order issued by the Texas Water Commission (now the Texas Commission on Environmental Quality or the "Commission") was converted a municipal utility district operating under Chapters 49 and 54 of the Texas Water Code, as amended; and

WHEREAS, the Board of Directors (the "Board") of the District has previously adopted a Rate Order setting forth the District's rates and fees as authorized by the provisions of Chapters 49 and 54 of the Texas Water Code, as amended; and

WHEREAS, the Board has determined that an amendment to the Miscellaneous Fees set forth in the District's Rate Order is necessary and proper.

NOW THEREFORE, BE IT ORDERED BY THE BOARD OF DIRECTORS OF HORIZON REGIONAL MUNICIPAL UTILITY DISTRICT, THAT:

1. That the recitals set forth here in above are found to be true and correct.

2. That the District's Rate Order, in particular the Section entitled "Service Fees," is hereby amended as follows:

   a. The Re-Connection fee for nonpayment of bill is $25.00 for the first occurrence, then increased to $100.00 if occurrence for non-payment is within a six (6) month period; and

   b. The Re-Inspection fee for water or sewer is increased to $45.00.

3. That all other provisions of the District's Rate Order, a copy of which is attached as Exhibit "A," not amended hereby shall remain in full force and effect.

4. That this Order shall take effect as of April 1, 2017.

   *   *   *   *   *   *   *
HORIZON REGIONAL MUNICIPAL UTILITY DISTRICT
RATES AND CHARGES
EFFECTIVE APRIL 1, 2017

Please be informed that the current rates and charges for water, wastewater services and other services are as follows.

WATER RATES

BASE SERVICE RATES: There shall be collected from each user of water service connected to the system a monthly base charge consisting of a minimum charge for the minimum water allowance as indicated below, plus, for each customer/unit not exempted from mandatory trash collection service, a rate adjustment factor of $20.50.

WATER USE RATES: In addition to base service charges, each user will be charged monthly for water used in excess of the minimum allowance as calculated from the following schedule.

<table>
<thead>
<tr>
<th>3/4&quot; Meter - All amounts in gallons</th>
<th>Base</th>
<th>3,000- 6,000</th>
<th>6,001-10,000</th>
<th>10,001-15,000</th>
<th>15,001-25,000</th>
<th>25,001-50,000</th>
<th>50,001-100,000</th>
<th>100,001-250,000</th>
<th>250,001-400,000</th>
<th>400,001-1,000,000</th>
<th>Over 1,000,000</th>
</tr>
</thead>
<tbody>
<tr>
<td>$11.00</td>
<td>$1.58*</td>
<td>$1.98*</td>
<td>$2.47*</td>
<td>$3.09*</td>
<td>$3.86*</td>
<td>$4.82*</td>
<td>$6.03*</td>
<td>$7.53*</td>
<td>$9.42*</td>
<td>$11.77*</td>
<td></td>
</tr>
</tbody>
</table>

| 1" Meter - All amounts in gallons |
|-----------------------------------|------|---------------|---------------|---------------|---------------|---------------|----------------|-----------------|-----------------|-----------------|-----------------|
| Base                             | 3,000-6,000 | 6,001-10,000 | 10,001-15,000 | 15,001-25,000 | 25,001-50,000 | 50,001-100,000 | 100,001-250,000 | 250,001-400,000 | 400,001-1,000,000 | Over 1,000,000 |
| $17.33                           | $1.58* | $1.98*        | $2.47*        | $3.09*        | $3.86*        | $4.82*        | $6.03*         | $7.53*          | $9.42*          | $11.77*         |

| Greater than 1" Meter - All amounts in gallons |
|-----------------------------------------------|------|---------------|---------------|---------------|---------------|---------------|----------------|-----------------|-----------------|-----------------|-----------------|
| Base                                          | 3,000-6,000 | 6,001-10,000 | 10,001-15,000 | 15,001-25,000 | 25,001-50,000 | 50,001-100,000 | 100,001-250,000 | 250,001-400,000 | 400,001-1,000,000 | Over 1,000,000 |
| $21.56                                         | $1.58* | $1.98*        | $2.47*        | $3.09*        | $3.86*        | $4.82*        | $6.03*         | $7.53*          | $9.42*          | $11.77*         |

| Out of District - All meter sizes |
|-----------------------------------|------|---------------|---------------|---------------|---------------|---------------|----------------|-----------------|-----------------|-----------------|-----------------|
| Base                             | 3,000-6,000 | 6,001-10,000 | 10,001-15,000 | 15,001-25,000 | 25,001-50,000 | 50,001-100,000 | 100,001-250,000 | 250,001-400,000 | 400,001-1,000,000 | Over 1,000,000 |
| $21.56                           | $2.58* | $3.23*        | $4.03*        | $5.04*        | $6.30*        | $7.87*        | $9.84*         | $12.30*         | $15.38*         | $19.22*         |

* Per 1,000 gallons

WASTEWATER CHARGES

Each connection will be charged monthly for wastewater services as calculated based on the following schedule.

<table>
<thead>
<tr>
<th>3/4&quot; Meter - All amounts in gallons</th>
<th>Base</th>
<th>3,000-6,000</th>
<th>6,001-10,000</th>
<th>10,001-15,000</th>
<th>15,001-25,000</th>
<th>25,001-50,000</th>
<th>50,001-100,000</th>
<th>100,001-250,000</th>
<th>250,001-400,000</th>
<th>400,001-1,000,000</th>
<th>Over 1,000,000</th>
</tr>
</thead>
<tbody>
<tr>
<td>$14.68</td>
<td>$1.05*</td>
<td>$1.31*</td>
<td>$1.64*</td>
<td>$2.05*</td>
<td>$2.56*</td>
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<td>$4.01*</td>
<td>$5.01*</td>
<td>$6.26*</td>
<td>$7.82*</td>
<td></td>
</tr>
</tbody>
</table>

| 1" Meter or Greater - All amounts in gallons |
|-----------------------------------------------|------|---------------|---------------|---------------|---------------|---------------|----------------|-----------------|-----------------|-----------------|-----------------|
| Base                                          | 3,000-6,000 | 6,001-10,000 | 10,001-15,000 | 15,001-25,000 | 25,001-50,000 | 50,001-100,000 | 100,001-250,000 | 250,001-400,000 | 400,001-1,000,000 | Over 1,000,000 |
| $25.00                                         | $1.52* | $1.89*        | $2.23*        | $2.97*        | $3.71*        | $4.64*        | $5.81*         | $7.26*          | $9.08*          | $11.34*         |

| Out of District - All meter sizes |
|-----------------------------------|------|---------------|---------------|---------------|---------------|---------------|----------------|-----------------|-----------------|-----------------|-----------------|
| Base                             | 3,000-6,000 | 6,001-10,000 | 10,001-15,000 | 15,001-25,000 | 25,001-50,000 | 50,001-100,000 | 100,001-250,000 | 250,001-400,000 | 400,001-1,000,000 | Over 1,000,000 |
| $25.00*                           | $4.48* | $5.59*        | $7.00*        | $8.75*        | $10.93*       | $13.67*       | $17.09*        | $21.35*         | $26.70*         | $33.37*         |

* Per 1,000 gallons
Charges for wastewater services shall be computed on the basis of the lessor of:

(1) the customer's current monthly water bill, OR  
(2) the average amount of water used by the customer during the winter season, based on the average of the monthly readings of the customer's water meter for the preceding December, January and February.

If a residential customer does not have an established history of water usage during the preceding December, January, and February, the customer's monthly wastewater bill shall be calculated based upon: (i) the customer's current monthly water usage; or (ii) on the basis of 3,000 gallons water usage per month, whichever is less.

If a nonresidential customer does not have an established history of water usage during the preceding December, January and February, the customer's monthly wastewater bill shall be calculated based upon the customer's current monthly water usage.

Approved designated irrigation meters will be exempt from wastewater charges. An irrigation meter is defined as metered water service for purposes other than household use.

**Miscellaneous Fees**

**Service Fees:**

- Connect Fee ................................................................. 750.00
- Tap fee, residential water ............................................. 1,000.00
- Tap fee, commercial water - or material x 2. ..................... 1,000.00  
  *whichever is greater*
- Tap fee, sewer ............................................................ 1,000.00
- Tap Fee, commercial sewer - or cost of installation .............. 1,250.00  
  *whichever is greater*
- Commitment and/or Extension Application and Deposit .......... 500.00  
  *plus $100.00 per LUE combined connection (water & sewer)*

**Re-connection Fee:**

- Nonpayment of Bill ..................................................... 100.00
- Customer's Request ................................................... 40.00

**Misc. Fees:**

- Transfer Fee .............................................................. 20.00
- Rebilling Fee 5% of bill/maximum .................................. 2.00
- Return Check Charge .................................................. 25.00
- Delinquent Fee ........................................................... 10% of water, sewer and solid waste bill
- Temporary Fee ............................................................. 50.00

**Deposit:**

- Residential ........................................................................ 50.00
- Commercial ....................................................................... 2x estimate bill
- Industrial ........................................................................... 2x estimate bill
- Transient Consumer Deposit
  - Residential with backflow device .................................... 50.00
  - Commercial with backflow device .................................... 750.00
Inspection Fees:
Water..................................................................................30.00
Sewer .................................................................................15.00
Re-inspections - water or sewer............................................45.00
Fire System Inspection Fee.................................................$150.00*

Fees for Service - Transient Consumer
Residential: $11.00 a month including 3,000 gallons and $3.09 per each additional 1,000 gallons

Commercial: $54.05 a month including "0" gallons & $3.06 per each additional 1,000 gallons

Trash Collection Services: Monthly adjustment factor: $20.50 included in water rate

Temporary Water and Wastewater Service
Temporary water and wastewater service will be provided for a 5-calendar day period for the purpose of maintaining lease property. A flat fee of $50.00 must be paid to the District at the time the temporary service is requested. The fee is non-refundable.

*Note: Fire Protection Systems are required to be inspected by licensed inspectors. The Fire Inspection Fee charged by the District is meant to pay for the District's time in operating the water system for such inspections and does not replace the owners responsibility to contract with and to pay for a licensed inspector.
## Consumption Over Base Fee Calculation Sheet

<table>
<thead>
<tr>
<th></th>
<th>In District Water Rates</th>
<th>In District Sewer Rate</th>
<th>Out of District Water Rate</th>
<th>Out of District Sewer Rate</th>
</tr>
</thead>
<tbody>
<tr>
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<td>3 to 6</td>
<td>3 to 6</td>
<td>3 to 6</td>
<td>3 to 6</td>
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<tr>
<td>1.58 per 1000</td>
<td>1.05 per 1000</td>
<td>2.58 per 1000</td>
<td>3.09 per 1000</td>
<td></td>
</tr>
<tr>
<td>5 to 10</td>
<td>6 to 10</td>
<td>6 to 10</td>
<td>6 to 10</td>
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</tr>
<tr>
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<td>$7.74 plus 3.23 per 1000</td>
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</tr>
<tr>
<td>10 to 15</td>
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<td>10 to 15</td>
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</tr>
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<td>$8.39 plus 1.64 per 1000</td>
<td>$20.66 plus 4.03 per 1000</td>
<td>$24.71 plus 4.83 per 1000</td>
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</tr>
<tr>
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<td>$16.59 plus 2.05 per 1000</td>
<td>$40.81 plus 5.04 per 1000</td>
<td>$48.86 plus 6.04 per 1000</td>
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<tr>
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<td>25 to 50</td>
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</tr>
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<td></td>
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<tr>
<td>50 to 100</td>
<td>50 to 100</td>
<td>50 to 100</td>
<td>50 to 100</td>
<td></td>
</tr>
<tr>
<td>$52.41 plus 4.82 per 1000</td>
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<td>$297.76 plus 9.43 per 1000</td>
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</tr>
<tr>
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<td>100 to 250</td>
<td>100 to 250</td>
<td></td>
</tr>
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<td>$261.09 plus 4.01 per 1000</td>
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</tr>
<tr>
<td>250 to 400</td>
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<td>250 to 400</td>
<td>250 to 400</td>
<td></td>
</tr>
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<td>$97.91 plus 7.53 per 1000</td>
<td>$862.59 plus 5.01 per 1000</td>
<td>$2,118.21 plus 12.30 per 1000</td>
<td>$2,537.76 plus 14.73 per 1000</td>
<td></td>
</tr>
<tr>
<td>400 to 1 million</td>
<td>400 to 1 million</td>
<td>400 to 1 million</td>
<td>400 to 1 million</td>
<td></td>
</tr>
<tr>
<td>27.41 plus 9.42 per 1000</td>
<td>$1,614.09 plus 6.26 per 1000</td>
<td>$3,963.21 plus 15.38 per 1000</td>
<td>$4,747.26 plus 18.42 per 1000</td>
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<tr>
<td>Over 1 Million</td>
<td>Over 1 Million</td>
<td>Over 1 Million</td>
<td>Over 1 Million</td>
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</tr>
<tr>
<td>79.41 plus 11.77 per 1000</td>
<td>$5,370.09 plus 7.82 per 1000</td>
<td>$13,191.21 plus 19.22 per 1000</td>
<td>$15,799.26 plus 23.02 per 1000</td>
<td></td>
</tr>
</tbody>
</table>
HORIZON REGIONAL MUNICIPAL UTILITY DISTRICT
WATER CONSERVATION REGULATIONS

The following mandatory restrictions shall apply to all customers within this water district.

✓ Landscape watering is allowed three days a week. Residents with even numbered addresses may water on Tuesdays, Thursdays and Saturdays. Residents with odd numbered addresses may water on Wednesdays, Fridays and Sundays. Parks and schools may water on Mondays, Wednesdays and Fridays.

✓ Watering is prohibited from 10 a.m. to 6 p.m. between April 1 and September 30.

✓ Plants that must be watered daily, must be watered from a container - not a hose.

✓ Lawns treated with chemicals that require immediate irrigation can be watered if the land owner secures a variance from the Water District.

✓ Car washing is permitted only with a bucket or hand-held hose with a shut-off valve.

✓ Washing sidewalks, driveways, tennis courts, patios and other such surfaces is prohibited.

✓ Allowing water to run into a sidewalk or street is forbidden.

✓ New bleeder lines for evaporative coolers can be no larger than 1/8 inch in diameter.

✓ Large water users - individuals, apartment complexes, schools or businesses that use an average of 10,000 gallons or more a day must submit a water conservation plan to the District.

✓ All irrigation systems shall be equipped with a backflow preventer device.
DISTRITO REGIONAL DE SERVICIOS MUNICIPALES DE HORIZON
REGLAMENTOS PARA LA CONSERVACIÓN DEL AGUA

Las restricciones obligatorias a continuación aplican a todos los clientes dentro de este distrito.

√ Se permite regar los jardines tres días a la semana. Los residentes con direcciones pares podrán regar los martes, jueves y sábados. Los residentes con direcciones impares podrán hacerlo los miércoles, viernes y domingos. Las escuelas y parques pueden regar los lunes, miércoles y viernes.

√ Se prohíbe regar entre las 10 a.m. y las 6 p.m., del 1o de abril al 30 de septiembre.

√ Las plantas que han de regarse diariamente deben regarse con un recipiente – no con una manguera.

√ Los céspedes tratados con productos químicos que requieren irrigación inmediata pueden regarse si el propietario del terreno obtiene una dispensa del Distrito de Agua.

√ Se permite lavar automóviles solamente con una cubeta o una manguera sostenida manualmente que cuente con una válvula de corte.

√ Se prohíbe lavar banquetas, entradas para auto, canchas de tenis, patios y otras superficies similares.

√ Se prohíbe dejar correr el agua hacia una banqueta o calle.

√ Las líneas de sangrado nuevas de los aparatos de aire lavado no deben exceder de 1/8 de pulgada de diámetro.

√ Los grandes consumidores de agua – personas, conjuntos de apartamentos, escuelas o negocios que consumen un promedio de 10,000 galones o más al día deben presentar un plan de conservación de agua al Distrito.

√ Todo sistema de irrigación debe contra con un dispositivo que evite el flujo inverso.
**PUBLIC NOTICE**

The following changes to the Horizon Regional Municipal Utility District Rules and Regulations were adopted by unanimous vote at the regular Board Meeting conducted October 26, 2006 at 6:00 pm at 1539 Pawling Drive, Horizon City, Texas 79928.

Additions are underlined and deletions are struck through.

**E. CONNECTION AND DISCONNECTION POLICIES**

3. **Deposit To Secure Payment and Service Charge.** A security deposit shall be collected on all new connections, and on all re-connections after termination for delinquency, in the amounts as reflected in the District’s Rate Order. **The security deposit will not be collected after a customer’s total deposit reaches a sum of $200.00.** The deposit shall be refundable as a credit to the customer’s account, after 12 consecutive months of timely payments or as a refund check when ownership is transferred. No interest shall be paid by the District on any deposit.

5. **Discontinuing and/or Connecting Service.**

   (b) **Discontinuing Service and Removing Meter For Failure to Pay Bills/Taxes When Due**

   (i) The District shall have the right to discontinue water and/or sewer service to a Consumer at any time after his bill becomes delinquent. A bill shall include charges for any work done by or on behalf of the District which is attributable to a problem in the Consumer’s system or a problem in the District’s system which, in the opinion of the District, is caused by a Consumer or a Consumer’s system. **If a customer is given notice that service will be disconnected because of the customer’s delinquency in making payment, then regardless of whether or not service is physically disconnected, service shall not be restored until receipt of the following charges:**

   a. a deposit fee, in accordance with the District’s Rate Order,

   b. a service fee, re-connection charge, in accordance with the District’s Rate Order,

   c. payment of the delinquent bills plus any penalties required by this Order.

All payments of such amounts shall be in cash or cash equivalents. Checks are acceptable as cash equivalents only if the customer has not had a check returned for insufficient funds during the past 90 days.
Introducing upay-byPhone

You can now pay your utility bill by phone. All you need is a phone, either a landline or cell. It’s simple and convenient. Please see below for additional information.

- You can pay by credit card, debit card, or checking account.
- You will need to provide your 15 digit utility account number.
- Make a note of the confirmation number you will be given when you complete the payment transaction.

upay-byPhone Q & A

Is there an additional charge to use the pay by phone service? No.

What information do I need to make a payment by phone? You need your 15-digit utility bill account number (ie: 60XXX-XXXXXXX) and the numerical portion of your service address.

Can I check my account balance? Yes, the system will inform you of the account balance.

How long will it take for my payment to post? Please allow 24-48 hours for credit and debit card payments. E-checks may take up to 72 hours to post to an account. There are processing charges for these payments and they are the same as online payments.

Will I receive a confirmation number? Yes, when the payment transaction is completed you will receive a confirmation ID. Make sure to keep this confirmation ID for your records.

Can I speak to a representative? No, this is an automated system only. If you need to speak to an agent, contact customer service at 281-579-4500.

To start paying your bill via upay-byPhone,

Call: 281-579-4500 and dial 1
OR
Call toll free: 1-800-441-4501
Welcome to the Horizon Regional Municipal Utility District. Your solid waste services are provided by El Paso Disposal, LP. If you have any questions with regards to your service or need special pick-up, you may contact El Paso Disposal, LP customer service at 915-772-7495.

Your trash will be collected twice a week with service beginning at 5:00 a.m. during the summer months (May, June, July, August, and September) and 6:00 a.m. during the remaining months. Trash is collected at the street, service entrance or other roadway. Your pick-up days will be:

Monday and Thursday

Tuesday and Friday

Wednesday and Saturday

El Paso Disposal will provide a 96 gallon trash container free of charge. Residents are responsible for any loss, fire damage or other damage caused by negligence or abuse. El Paso Disposal will replace any containers broken through normal use. Each Homeowner should record the serial number of the container assigned to his home. Place your container at the curb with handles and wheels pointing away from the street. The container should be placed at least six feet from parked vehicles, trees, mailboxes, fences, utility poles, etc.

Boxes from new move-ins will be collected at the street, but must be broken down. Tree trimming and branches will be picked up on the second pick-up day of each week. Tree trimmings and branches need to be bundled securely in lengths not to exceed four feet or weigh more than 45 pounds. Bundles need to be placed at the street next to the container. El Paso Disposal will, by appointment, dispatch a special crew to pick up bulk items at a mutually agreed upon additional charge.

Holidays observed are New Year’s Day, Martin Luther King Day, Memorial Day, Independence Day, Thanksgiving and Christmas. If a collection day falls on a holiday, there will not be a pick-up that day. Pick-up will be on the next regularly scheduled pick-up day.
Servicios de Recolección de Basura


La basura se recoge dos veces por semana, comenzando a las 5:00 a.m. durante los meses de verano (mayo, junio, julio, agosto, y septiembre), y a las 6:00 a.m. durante los meses restantes. La basura se recoge en la calle, la entrada de servicio u otro camino. Los días de recolección serán:

- Lunes y jueves
- Martes y viernes
- Miércoles y sábado

El Paso Disposal proporcionará un contenedor de basura de 96 galones gratuitamente. Los residentes son responsables de cualquier pérdida, daño de fuego u otros daños provocados por negligencia o abuso del contenedor. El Paso Disposal reemplazará cualquier recipiente roto a través de un uso normal. Cada propietario debe registrar el número de serie del contenedor asignado a su casa. Coloque el contenedor en el bordillo con asas y ruedas apuntando opuesto de la calle. El contenedor debe colocarse por lo menos seis pies de vehículos estacionados, árboles, buzones, cercas, postes, etc.

Cajas del nuevo residentes serán recogidas en la calle, pero deben ser aplastadas. Ramas de árbol se recogerán en el segundo día de la recogida de cada semana. Ramas de árboles necesitan que se liarán firmemente en bultos que no deben exceder medida larga de cuatro pies o pesar más de 45 libras. Bultos deben colocarse en la calle al lado del contenedor. El Paso Disposal, con cita previa, enviará un equipo especial para recoger cosas grandes con un cobro adicional de mutuo acuerdo.

Vacaciones observados son el día de año nuevo, día de Martin Luther King, día de los caídos, día de la independencia, acción de gracias y Navidad. Si un día de colección cae en un día festivo, no habrá servicio ese día sino hasta el día siguiente de la colección regular.
CUSTOMER COPY
Customer Service Agreement

Account Number: __________________________

V. PURPOSE
The Water System is responsible for protecting the drinking water supply from contamination or pollution, which could result from improper plumbing practices. The purpose of this Customer Service Agreement is to notify each customer of the plumbing restrictions, which are in place to provide this protection. The utility enforces these restrictions to ensure public health and welfare. Each customer must sign this Agreement before the Water System will begin service. In addition, when the service to an existing connection has been suspended or terminated, the Water System will not re-establish service unless it has a signed copy of this agreement.

VI. PLUMBING RESTRICTIONS
The following unacceptable plumbing 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 public drinking water supply and a private Water System is permitted. These potential sources 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 of which allows water to be returned to the public drinking water 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% lead, can be used for installation or repair of plumbing at any connection which provides water for human use.

VII. CUSTOMER SERVICE AGREEMENT
The following are the terms of the Customer Service Agreement between the Water System and _____________________________ (the "customer"):
A. The Water System will maintain a copy of the Agreement as long as the Customer and/or the premises are connected to the water system.
B. The customer shall allow his property to be inspected for possible cross-connection and other unacceptable plumbing practices. These inspections will be conducted by the water system or its designated agent prior to initiating new water service, where there is reason to believe that cross-connections or other unacceptable plumbing practices exist or after any major changes to the private plumbing 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 unacceptable plumbing practice, which has been identified during the initial inspection or the periodic re-inspection.
D. The Customer shall immediately correct any unacceptable plumbing on these 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.

VIII. ENFORCEMENT
If the Customer fails to comply with the terms of the Customer Service Agreement, the Water System shall, at its option, 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.

Signed By: _____________________________
Customer's Signature
Printed Name: _____________________________
Date: _____________________________

State of Texas
County of _____________________________

Before me, a notary public, on this day personally appeared _____________________________, known to me to be the person whose name is subscribed to the foregoing document and, being by me first duly sworn, declared that the statements therein contained are true and correct.

Witness of Identification Signature _____________________________