

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.

HORIZON REGIONAL MUNICIPAL UTILITY DISTRICT
REQUEST FOR UTILITY ACCOUNT CONFIDENTIALITY
PLEASE PRINT ALL INFORMATION

Instructions:

Read all parts of this form and complete it in its entirety. Return it to Horizon Regional Municipal Utility District, 14100 Horizon Blvd Horizon City, TX 79928

NAME: _____ Daytime Phone () _____
ADDRESS: _____ City _____ STATE _____ ZIP _____
UTILITY ACCOUNT NUMBER: _____ SERVICE ADDRESS: _____

In accordance with Section B of the Texas State Utility Code, a citizen has the right to request confidentiality of certain "Personal Information" on a customer's account record. Personal Information is described as "an individual's address, telephone number, social security number, or any information relating to the volume or units of utility usage or the amounts billed to or collected from the individual for utility usage. Section 182.052 Confidentiality of Personal Information states that the request must be in writing. A customer may rescind a request for confidentiality by providing the Water Authority with written permission to disclose personal information.

Section 182.054. Exceptions states that the subchapter does not prohibit the District from disclosing personal information in a customer's account record to : (1) an official or employee of the State, a political subdivision of the State, or the United States acting in an official capacity; (2) an employee of a utility acting in connection with the employee's duties; (3) a consumer reporting agency; a contractor or subcontractor approved by and providing services to the utility; the State; a political subdivision of the State or the United States; (5) a person from whom the customer has contractually waived confidentiality for personal information; or (6) another entity that provides water, wastewater, sewer, gas, garbage, electricity, or drainage service for compensation.

Yes I hereby that my "Personal Information" as described in the paragraph above and as defined in Section 182 of the TEXAS State Utility Code, be held as confidential information. I have read and understand the information above. I agree to provide the Water Authority with a written release should I choose to rescind this document.

NO

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 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.

X { 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

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]
Secretary, Board of Directors

Bonnie Moorhouse
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.

* * * * *

EXHIBIT "A"

**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.

3/4" Meter - All amounts in gallons										
Base	3,001- 3,000	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
\$11.00	\$1.58*	\$1.98*	\$2.47*	\$3.09*	\$3.86*	\$4.82*	\$6.03*	\$7.53*	\$9.42*	\$11.77*
1" Meter - All amounts in gallons										
Base	3,001- 3,000	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	3,001- 3,000	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	3,001- 3,000	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 by the following schedule.

3/4" Meter - All amounts in gallons										
Base	3,001- 3,000	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
\$14.68	\$1.05*	\$1.31*	\$1.64*	\$2.05*	\$2.56*	\$3.20*	\$4.01*	\$5.01*	\$6.26*	\$7.82*
1" Meter or Greater- All amounts in gallons										
Base	3,001- 3,000	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*	\$2.37*	\$2.97*	\$3.71*	\$4.64*	\$5.81*	\$7.26*	\$9.08*	\$11.34*
Out of District - All meter sizes										
Base	3,001- 3,000	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 lesser 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 - <i>or material x 2.</i>	1,000.00
<i>whichever is greater</i>	
Tap fee, sewer	1,000.00
Tap Fee, commercial sewer - <i>or cost of installation.</i>	1,250.00
<i>whichever is greater</i>	
Commitment and/or Extension Application and Deposit	500.00
<i>plus \$100.00 per LUE combined connection (water & sewer)</i>	

Re-connection Fee:

Nonpayment of Bill	100.00
Customer's Request	40.00

Misc. Fees:

Transfer Fee	20.00
Rebilling Fee <i>5% of bill/maximum</i>	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

In District Water Rates		In District Sewer Rate		Out of District Water Rate		Out of District Sewer Rate	
3 to 6		3 to 6		3 to 6		3 to 6	
1.58 per 1000		1.05 per 1000		2.58 per 1000		3.09 per 1000	
6 to 10		6 to 10		6 to 10		6 to 10	
\$4.74 plus 1.98 per 1000	\$3.15	plus 1.31 per 1000		\$7.74 plus 3.23 per 1000	\$9.27	plus 3.86 per 1000	
10 to 15		10 to 15		10 to 15		10 to 15	
\$12.66 plus 2.47 per 1000	\$8.39	plus 1.64 per 1000		\$20.66 plus 4.03 per 1000	\$24.71	plus 4.83 per 1000	
15 to 25		15 to 25		15 to 25		15 to 25	
\$25.01 plus 3.09 per 1000	\$16.59	plus 2.05 per 1000		\$40.81 plus 5.04 per 1000	\$48.86	plus 6.04 per 1000	
25 to 50		25 to 50		25 to 50		25 to 50	
\$55.91 plus 3.86 per 1000	\$37.09	plus 2.56 per 1000		\$91.21 plus 6.30 per 1000	\$109.26	plus 7.54 per 1000	
50 to 100		50 to 100		50 to 100		50 to 100	
\$152.41 plus 4.82 per 1000	\$101.09	plus 3.20 per 1000		\$248.71 plus 7.87 per 1000	\$297.76	plus 9.43 per 1000	
100 to 250		100 to 250		100 to 250		100 to 250	
\$193.41 plus 6.03 per 1000	\$261.09	plus 4.01 per 1000		\$642.21 plus 9.84 per 1000	\$769.26	plus 11.79 per 1000	
250 to 400		250 to 400		250 to 400		250 to 400	
\$97.91 plus 7.53 per 1000	\$862.59	plus 5.01 per 1000		\$2,118.21 plus 12.30 per 1000	\$2,537.76	plus 14.73 per 1000	
400 to 1 million		400 to 1 million		400 to 1 million		400 to 1 million	
\$27.41 plus 9.42 per 1000	\$1,614.09	plus 6.26 per 1000		\$3,963.21 plus 15.38 per 1000	\$4,747.26	plus 18.42 per 1000	
Over 1 Million		Over 1 Million		Over 1 Million		Over 1 Million	
\$79.41 plus 11.77 per 1000	\$5,370.09	plus 7.82 per 1000		\$13,191.21 plus 19.22 per 1000	\$15,799.26	plus 23.02 per 1000	

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 preventor 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 contar 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-XXXXXXXXXX) 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

Solid Waste Services

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 Recoleccion de Basura

Bienvenido al Distrito Regional de Servicios Municipales de Horizon. El servicio de recolección de basura lo proporciona El Paso Disposal, LP. Si tiene preguntas referentes al servicio o si necesita un viaje especial, puede llamar a El Paso Disposal, LP al 915-772-7495.

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

miercoles y sabado

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 de nuevos 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 liazan firmemente en bultos que no deben exceder medida largera de cuatro pies o pesan más de 45 libras. Bultos deben colocarse en la calle al lado del contenedor. El Paso Disposal, con cita previa, enviara 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 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.

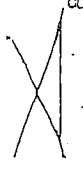
VII. CUSTOMER SERVICE AGREEMENT

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 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