



Cornerstones Municipal Utility District

P.O. Box 4824
Houston, Texas 77210-4824
832-490-1600
832-490-1502 fax
www.sienv.com

Dear Valued Customer:

Welcome to the Cornerstones Municipal Utility District. The following information is provided to assist you in becoming familiar with the District's policies as they relate to your water and sewer service. The Board of Directors for Cornerstones Municipal Utility District has selected Si Environmental, LLC to be the operator of your District's water system.

Si Environmental, LLC takes great pride in our vision and experience to ensure all of your water utility service needs are met with enthusiasm and pride. Our goal is to ensure we provide the highest level of satisfaction in the industry. We invite you to visit our website after the first Billing Cycle where you will be able to create an online account, view your billing history, payment history and pay your bill using your credit card (Visa, MasterCard or Discover) or electronic check. We provide an online experience that is absolutely secure and convenient. If you wish to be set up on automatic bank draft, please complete the attached form and mail it to:

Si Environmental, LLC
6420 Reading Road
Rosenberg, TX 77471

PAYMENT OPTIONS
Si Environmental, LLC.

Online Payments

- ❖ Login to www.sienv.com and click link to begin signup process (copy of most recent bill needed)
Accepted Credit Cards – Visa / MasterCard / Discover / American Express
(*3% Convenience Fee) Will post within (1) business day
- ❖ Electronic Check **(*\$1.00 Transaction Fee)** - Will post within (2-3) business days

InstaPay or Payment from Paperless Billing via Email

- ❖ Make payments via your Smartphone by scanning the QR Code on the front of your remittance where it says "SCAN TO PAY"(Must have QR Code or Barcode Scanning App on Smartphone)
- ❖ Sign up for Paperless Billing and pay your monthly invoice directly from your email by clicking on the "PAY NOW" link
Accepted Credit Cards – Visa / MasterCard / Discover / American Express
(*3% Convenience Fee) Will post within (1) business day



Store Front Locations

- ❖ All **Walmart** stores internationally (Check-Free)
Standard processing - Will post within (3) business days – **(*Fee is \$0.88)**
Express processing - Will post within (1) business day - **(*Fee is \$1.88)**
- ❖ **HEB, Kroger and Fiesta** stores (Western Union Quick Pay)
Standard processing - Will post within (2-3) business days – **(*Fee is \$1.50)**

Monthly Auto-Draft

- ❖ **Charged or Drafted on Due Date for Re-Occurring Setups (No Delays)**

Credit / Debit Card Accepted Credit Cards – Visa / MasterCard / Discover / American Express
(*3% Convenience Fee) No Posting Delay

Electronic Check **(*\$1.00 Transaction Fee)** – No Posting Delay

Activation completion indicated by first invoice that states **"DO NOT PAY"**

PAYMENT OPTIONS
Si Environmental, LLC.

Check-By-Phone

- ❖ Make payments through Check-By-Phone by dialing **(713) 881-0675** Monday through Friday from 8:30am-4:00pm.

You will need your checking account information and water billing account information
(*\$3.95 transaction fee) Will post within (1) business day

Bill Pay (through your banking institution)

- ❖ Please be sure to include your account number when setting up bill-pay through your banking institution (up to 10 days for processing from the date that the bank issues the payment)

Online Bill-pay through your banking institution generally involves your bank utilizing a third party to create a check that is sent to the address that you specify. Si Environmental, LLC. has no control over the check creation and mailing process for this service. All payments are processed within 24 hours of receipt by Si Environmental, LLC.

Lockbox

- ❖ Checks sent via the United States Postal Service. This includes online bill-pay through banking institution

- ❖ Remittance Address:
PO Box 4824
Houston, TX 77210-4824

Drop Box (Operator's Office)

Si Environmental, LLC
6420 Reading Road
Rosenberg, TX 77471
NO CASH ACCEPTED

(*) These charges are third party transaction charges that are not associated or collected by Si Environmental, LLC. or your water utility district.



Application for Residential Utility Service

Name of District: _____ Date: _____

Service Address: _____
Street City State Zip

Name of Resident: _____ Phone: _____

Water Service Effective Date: _____

Billing Address: _____
Street City State Zip

Rent or Own Property: (Circle Answer) Rent Own
(Provide Lease) (Provide Ownership Statement)

Employment: _____
Company Phone Address

Previous Address: _____
Street City State Zip

Drivers License: _____ (Must provide copy of photo ID/License)
State Number

Is Irrigation/ Sprinkler System Installed? _____ Pool/ Spa? _____

- Applicant is required to sign a Customer Service Agreement in order to receive service.

Applicant's failure to adhere to all requirements contained in the District's Rate Order may result in fines, penalties and a delay or denial of service establishment. A copy of the District's Rate Order is available upon request.

Date: _____ Signature: _____

Printed Name: _____

Customer Service Agreement

PLEASE HAVE THIS FORM NOTARIZED

***Service Address** _____ ***City** _____

***Zip Code** _____ **(*mandatory field)**

Return to via (1) Email: CustomerCare@SiEnv.com; or (2) Fax: (832) 490-1502

(3) U.S. Mail: Si Environmental 6420 Reading Rd. Rosenberg, TX 77471

I. 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.

II. PLUMBING RESTRICTIONS

The following unacceptable plumbing practices are prohibited by State regulations:

- 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.
- 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.
- No connection of which allows water to be returned to the public drinking water is permitted.
- 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.
- 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.

III. CUSTOMER SERVICE AGREEMENT

The following are the terms of the Customer Service Agreement between the Water System and _____ **(the "customer")**

- The Water System will maintain a copy of the Agreement as long as the Customer and/or the premise are connected to the water system.
- 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.



Si Environmental, LLC.

- 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.
- The Customer shall immediately correct any unacceptable plumbing on these premises.
- 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 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 enforcement of this Agreement shall be billed to the customer.

Signed by:

X_____

Customer's Signature

Printed Name:

Date (MM/DD/YY):

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.

Notary Public's Signature

MONTHLY AUTO-DRAFT SET UP FORM

Please fill out the authorization below with your choice of payment option and mark with an (X) in the box for **Electronic Funds Transfer** or **Credit Card/Debit Card Payment**. You will continue to receive a utility bill each month for your review only. Your account will be debited each month on the due date listed on your monthly billing statement.

☐

ELECTRONIC FUNDS TRANSFER (EFT)

Phone Number (____) _____

I authorize my District to initiate variable monthly debit entries to my bank account. I agree to contact my District at least 30 days before the penalty date with any concerns to allow time for corrections. There is a \$1.00 re-occurring fee for bank draft.

Please include a pre-printed voided check along with your payment.

Service Address: _____

☐

Checking Account

Signature: _____

☐

Savings Account

Joint Signature: _____

☐

CREDIT CARD/DEBIT CARD PAYMENT

Phone Number (____) _____

I authorize my district to initiate variable monthly debit entries to my credit card. I agree to contact my District at least 30 days before the expiration date to allow time to input updated information necessary into the billing system or to cancel this method of payment. There will be a 3% re-occurring fee for credit card/debit card payment. This fee will appear on your statement as a separate line item as AVR, Inc.

This payment will be:

☐

Monthly

☐

One Time

Type of credit card:

☐

MasterCard

☐

Visa

☐

Discover

☐

American Express

Credit Card Number: _____ Expiration Date: ____/____/____ CVV Code _____
(MM/YYYY) (3 digit Security Code)

Credit Card Mailing Address: _____ Signature: _____

Please remember if you signed up for either option the funds will be taken from your bank or charged to your card on the due date listed on your monthly billing statement each month unless it falls on the weekend or holiday. In that case, payment will be drafted on the next business day. There is a \$1.00 charge each month for Electronic Funds Transfer through your bank. If you choose Visa, MasterCard, Discover or American Express there is a 3% convenience fee of the amount paid each month.

Mail Completed form to:

**Si Environmental, LLC
6420 Reading Road
Rosenberg, TX 77471**

www.sienv.com

Customer Care - 832-490-1600 24/7 Emergency Repair: 832-490-1601

How to Read Your Bill

#1 – Remit To Address

#2 – Billing Period

#3 – Service Address /
Customer Account Number

#4 – Date Billing Statement
is Processed and Mailed

#5 – Meter Reading
Description: Serial Number,
Read Date, Reads and
Gallons Used by Thousands

#6 – Water Usage History by
Graph

#7 – Payment Information,
Service Rates by Type and
Calculated Billing Amount
Based on Consumption

#8 – Total Balance Owed

#9 – Penalty and Amount
That Must Be Paid After the
Due Date

#10 – District Operator's
Contact Information

#11 – District's Bill Message
or Pertinent Information

#12 – Amount Due Before
the Account Is Late

#13 – Date the Payment
Must Be Received Before
Account Is Past Due

#14 Current Customer Billing
Address

#15 – Electronic Insta-Pay Option by QR
Code

MAKE CHECK PAYABLE TO:

M.U.D. NAME
PO BOX 4824
HOUSTON TX 77210

SERVICE ADDRESS

1234 MAIN STREET

ACCOUNT NUMBER

ELB 90245-XXXX-XX

BILLING DATE

02/19/15

SERVICE PERIOD

FROM 01/17/15 TO 02/18/15

5 Readings and Consumption

Meter No.	Read Date	Type	Current	Prior	Usage	Type
5320VVV	02/03/15	W-GIS	15.3	11.5	3.8	N

TOTAL GALLONS

DESCRIPTION	AMOUNT
BALANCE FORWARD	60.68
PAYMENT 02/11	-60.68
WATER	26.66
SEWER	20.66
VOLUNTARY FIRE	3.00
THIS MONTH	50.32

TOTAL NOW DUE	50.32
PENALTY AMOUNT	7.09
PAY THIS AMOUNT AFTER	03/08/2015 57.41

DOE, JOHN & JANE

MESSAGES

Pay your bill at www.sienv.com

10

Si Environmental LLC
www.sienv.com
832-490-1600 Customer Care
832-490-1601 24/7 Emergency
1-877-382-7414 Toll Free

11

Water Conservation Tips

1. Learn how to use your water meter to check leaks.
2. Turn off water while washing your hair and save up to 150 gallons a month.
3. Teach children how to turn off faucets tightly after each use.
4. Know where your master shut-off valve is located. Were a pipe to burst, this could save gallons.

355

AVR, Inc.

IF YOUR MAILING ADDRESS HAS CHANGED PLEASE CORRECT
PLEASE RETURN BOTTOM PORTION WITH PAYMENT

Account Number ELB 90245-XXXX-XX
Service Address 1234 MAIN STREET
Electronic Box# 4824

12	50.32	03/08/2015	57.41
ON OR BEFORE DUE DATE		DUE DATE	AFTER DUE DATE

13

M.U.D. NAME
P.O. BOX 4824
HOUSTON, TX 77210-4824
832-490-1600

14

DOE, JOHN & JANE
1234 MAIN STREET
HUMBLE TX 77396-4242

15

Scan To Pay

M.U.D NAME
PO BOX 4824
HOUSTON TX 77210-4824

AMOUNT PAID

90245245161030000000574100000503200000503203

SiEnviro