

FORT BEND COUNTY MUNICIPAL UTILITY DISTRICT NO. 2

The following is a brief explanation of some of the District's rules and regulations contained in Fort Bend MUD No. 2's Rate Order as of July 26, 2011. The Rate Order is updated periodically by the Board of Directors. You are able to view a complete copy of the Rate Order by accessing the District's website or you may request a copy to be sent to you by the District's operator. The District's website address is www.fortbendmud2.org and the District's operator, Municipal District Services, can be reached by calling 281-290-6500.

Delinquent Payments

All accounts not paid by the due date stated on the bill are considered delinquent, and a fee of 10% of the unpaid balance will be charged to all past due accounts.

Delinquent/Termination Notices

Customers whose accounts are delinquent will receive written notice containing information about current and past amounts due prior to water service being terminated. A fee of \$10 will be charged to cover the cost of giving notice.

Disconnection Penalties

If service to a customer is disconnected for any cause, except the ordinary transfer of service, a reconnection fee of \$55 must be paid before service will be restored. If any customer turns previously disconnected water service back on prior to payment in full of a delinquent account, an additional \$50 fee will be charged. **The District has the right to disconnect water service by removing the meter when anyone tampers with, alters, or interferes with any water meter in any way. If your meter is removed, an additional \$100 fee will be charged to re-install the meter.**

Additional Deposits

Each and every time service to a customer is disconnected, an additional \$35 security deposit must be paid and will be added to the initial security deposit that was required to be paid prior to receiving water service as a new customer. Avoid payment of additional deposits by making payment on time.

Returned Payment Charges

A fee of \$30 will be charged for each payment that is returned or refused for any reason. If a payment is refused or returned, then payment must be made by cashier's check or money order until the account is paid in full.

FAILURE TO RECEIVE A BILL OR LATE NOTICE DOES NOT AVOID OR WAIVE ANY PENALTY CHARGES.

Bills and late notices are mailed monthly and the District is not responsible for problems with mail delivery.

Payment for current bills is always due on the 4th of the month.

Payment must be received by Municipal District Services on the due date to be on time. Whether you mail your payment or use other forms of payment that are available such as online payments, credit card payments, paying at some supermarket locations, automatic bank withdrawals, check-by-phone, or even using the District's drop box, IT IS IMPORTANT to make your payment early enough for it to be received and properly processed by the due date. **Last minute payments risk termination of service.**

If your bill shows a previous amount due, **the entire amount of your bill** (past due and current amount) is due immediately.

If you feel there is an error, please FIRST CALL the billing department of Municipal District Services at 281-290-6507. If they cannot resolve the problem, or if you have special extenuating circumstances, please communicate to us by sending a note to the Board of Directors through Municipal District Services, email through our website, or attend a monthly Board of Director's meeting prior to your account becoming delinquent or having water service terminated.