WELCOME TO AMUD

Acton Municipal Utility District

6420 Lusk Branch Court – Granbury, Texas 76049-2035

Just wanted to take this opportunity to Welcome you to the AMUD District and let you know a little bit about us. AMUD was created in 1982 to serve the Acton area, DeCordova Bend Estates, Indian Harbor and Pecan Plantation residents. Acton Municipal Utility District is a non-profit governmental entity run by 5 elected Board Members.

The Texas Commission on Environmental Quality (TCEQ) regulates water quality and wastewater services. AMUD's water quality meets or exceeds all Federal and State drinking water quality standards.

The District provides water to all District members, and sewer to District members in DeCordova Bend Estates, parts of Pecan Plantation and the Acton area. Over the years, we have grown from a customer base of 2,000 households to a current customer base of 8,000 households.

Our water comes from 24 wells located throughout the District and is supplemented with treated surface water from Lake Granbury, (water treated at Brazos Regional Public Utility Agency (BRPUA) SWATS Plant here in Acton).

Mission Statement:

The Mission of the Acton Municipal Utility District (AMUD) is to provide within its service area an abundant, safe, high quality water supply for all municipal, domestic, and commercial purposes and to collect, transport, process, dispose of and control all domestic, industrial or communal wastewater.

AMUD will serve a leading role in maintaining and improving the quality of life in the community, to safeguard public health and further economic development, by operating at the lowest reasonable cost and in a service oriented, forward looking and financially responsible manner.

Our staff is here to help you from 8:00am to 4:30pm Monday through Friday

If you have any questions, we can be reached at **817-326-4720** during normal business hours.

We have someone on call 24 hours a day, 7 days a week for emergencies.

For after hour emergencies please call 817-573-2235.

For more information go to our web site at www.amud.com

Billing Schedule:

We send bills out bills monthly.

- The Acton area bills are sent out on or about the 17th.
- The DeCordova bills are sent out on or about the 17th
- The Pecan Plantation area bills are sent out on or about the 24th.
- The Indian Harbor area bills are sent out on or about the 1st.

Contact the office if you do not receive a bill. You are still responsible for prompt payment. **Always check your bill to confirm exact due date.** A 10% penalty will be added to the total due at 8:00 am on the next business day after the posted due date; you then have 10 days to pay the outstanding bill or service may be terminated.

Payment Options

In the Office

Cash, Check and Money Orders

are received in the AMUD office during normal office hours Monday through Friday, 8:00 a.m. to 4:30 p.m. Please include your payment stub to ensure your payment is credited to the correct account.

Visa, MasterCard and Discover

payments are accepted in the office or over the phone. Payments received in the office must be processed through the card reader.

NIGHT DROP

is available for after hour payments and is located next to drive through window.

By Phone

Payments accepted over the phone using out automated phone service. You will be greeted with our automated phone service when you call the office at 817-326-4720. To make a payment by phone press 2, then follow the prompts. The first prompt will ask you for your AMUD account number.

Our automated phone service accepts Visa, MasterCard, Discover Card and electronic check payments. You can pay 24 hours a day, 7 days a week.

Paymentus Support Number 800-420-1663

On Line

Payments accepted at our website,

www.amud.com.

Click on the bill payment button in the upper right-hand corner, this will direct you to the Paymentus Customer Portal. Through this portal, you can make payments, set up recurring draft payments and set up alerts and notifications.

Please be aware that if you are using an online service other than through our website to pay your water bill you need to allow 7-10 days for your payment to reach us through the mail. Payments are posted to your account on the day they are received in the office.

Security features provided by Paymentus features 128-bit encryption, one of the industries' most secured transaction environments. AMUD no longer retains bank or credit card account information on site.

Payment Authorization Terms and Conditions

Welcome to the secure bill payment technology service provided by Paymentus Corporation. We are an authorized provider for Acton Municipal Utility District which you are about to make a payment to. If you use this service to make your payment, you accept these terms and conditions. Please read them carefully.

Refund Policy:
Under normal circumstances, there are no refunds on the payments.

Privacy Policy:
Your information is secure and will only be used for the purpose of processing this payment transaction.

Late Fees:
Monthly drafted payments are processed on the due date and applied to your account each month on the day that your bill is due. In the event that a payment is denied, all late charges will apply. Payments not received by AMUD prior to due date will result in late charges. Any abuse of this privilege will result in automatic removal from the recurring draft payment program.

Prohibited Use:
Please note that Paymentus does not accept payments from collection agencies and third-party agencies. Paymentus reserves the right to reverse all such payments if it discovers that they were made from such third-party agencies or collection agencies.

Electronic Checks:
You, the consumer, authorize us the right to issue a one-time Electronic Check to your bank. Your authorization on this agreement will give us the right to present a check to you bank for your bill payment.

You agree to the terms and conditions, you agree to pay the bill payment amount to be paid to the billing company. All authorizations are subject to the agreements governing you credit or debit card. Payment transaction will only be completed after receiving successful authorization form your card company for the Total Amount Charged. For card payments and ACH payments, you will see one-line item on your card holder and bank statement- the billing amount charged directly by the billing company you are making a payment to.

AMUD reserves the right to refuse or terminate automatic credit card payment services.

RATES AND CONNECTION FEES

New Service Fees – In-District Rates

Meter Size	E. F.	Account Maint	Meter Maint	Deposit	TOTAL
5/8"	**1.0**	**$ 15.00**	**$ 30.00**	**$ 100.00**	**$ 145.00**
¾"	1.5	$ 15.00	$ 30.00	$ 150.00	$195.00
1"	2.5	$ 15.00	$ 30.00	$ 250.00	$ 295.00
1 ½"	5.0	$ 15.00	$ 30.00	$ 500.00	$545.00
2"	8.0	$ 15.00	$ 30.00	$ 800.00	$845.00

Call on 3" meter connections and larger

Deposit is applied to final bill when account is closed.

($ 30.00 After hours service fee after 2:30)

New Service Fees – Non-District Rates

Meter Size	E. F.	Account Maint	Meter Maint	Deposit	TOTAL
5/8"	**1.0**	**$ 41.25**	**$ 56.25**	**$ 100.00**	**$ 197.50**
¾"	1.5	$ 41.25	$ 56.25	$ 150.00	$247.50
1"	2.5	$ 41.25	$ 56.25	$ 250.00	$ 347.50
1 ½"	5.0	$ 41.25	$ 56.25	$ 500.00	$597.50
2"	8.0	$ 41.25	$ 56.25	$ 800.00	$897.50

Call on 3" meter connections and larger

Deposit is applied to final bill when account is closed.

($ 30.00 After hours service fee after 2:30)

New Service Fees - Fire Hydrant Rate

Meter Size		Account Maint	Meter Maint	Deposit	TOTAL
3"		**$ 15.00**	**$ 30.00**	**$ 800.00**	**$ 845.00**

Deposit is applied to final bill when account is closed.

Water Connection Fees

Meter Size	E. F.	Account Maint	Deposit	Meter Set	Impact	Tap Fee	Inspection	TOTAL
5/8"	**1.0**	**$ 15.00**	**$ 100.00**	**$375.00**	**$3,500.00**	**$500.00**	**$ 90.00**	**$4,580.00**
¾"	1.5	$ 15.00	$ 150.00	$ 480.00	$ 5,250.00	$ 500.00	$ 135.00	$ 6,530.00
1"	2.5	$ 15.00	$ 250.00	$ 615.00	$ 8,750.00	$ 580.00	$225.00	$ 10,435.00
1 ½"	5.0	$ 15.00	$ 500.00	$ 995.00	$ 17,500.00	$ 920.00	$ 450.00	$ 20,380.00
2"	8.0	$ 15.00	$ 800.00	$ 1,425.00	$ 28,000.00	$ 1,205.00	$ 720.00	$ 32,165.00

Call on 3" meter connections and larger
Deposit is applied to final bill when account is closed.
Non-District Sites must be pre-approved by the Board of Directors prior to setting up service.

Sewer Connection Fees

Meter Size	E. F.				Impact	Tap Fee	Inspection	TOTAL
5/8"	**1.0**	-	-	-	**$3,200.00**	**$375.00**	**$ 30.00**	**$3,605.00**
¾"	1.5	-	-	-	$ 4,800.00	$ 375.00	$ 45.00	$ 5,220.00
1"	2.5	-	-	-	$ 8,000.00	$ 375.00	$ 75.00	$ 8,450.00
1 ½"	5.0	-	-	-	$ 16,000.00	$ 375.00	$ 150.00	$ 16,525.00
2"	8.0	-	-	-	$ 25,600.00	$ 375.00	$ 240.00	$ 26,215.00

Call on 3" meter connections and larger
Deposit is applied to final bill when account is closed.

Sewer unavailable to Non-District Customers.

Monthly In-District Rates

Monthly Residential and Commercial Water Rates

Meter Size	Minimum Base Rate	0-8,000 gallons	8,001-16,000 gallons	16,001-25,000 gallons	Over 25,000 gallons
5/8"	**$ 29.66**				
¾"	$ 29.66				
1"	$ 46.25				
1 ½"	$ 60.51	**$ 4.69 /1,000 gal.**	**$ 5.81 /1,000 gal.**	**$ 6.73 /1,000 gal.**	**$ 8.08 /1,000 gal.**
2"	$ 74.37				
3"	$ 107.53				
4"	$ 382.54				

Monthly Residential Sewer Rates

Minimum Base Rate	0-8,000 gallons
$ 24.00	**$ 3.50 /1,000 gal.**

Residential usage is capped at 8,000 gallons usage base on winter average when applicable.

Monthly Commercial Sewer Rates

Minimum Base Rate	
$ 24.00	**$ 3.50 /1,000 gal.**

Commercial usage is based on winter average when applicable.

Monthly Non-District Rates

Meter Size	Minimum Base Rate	0-2,000 gallons	2,001-25,000 gallons	Over 25,000 gallons
5/8"	**$ 44.00**			
¾"	$ 44.00			
1"	$ 72.32	**First 2,000 gallons included in Minimum Base Rate**	**$ 6.12 /1,000 gal.**	**$ 10.00 /1,000 gal.**
1 ½"	$ 93.98			
2"	$ 115.02			
3"	$ 175.48			
4"	$ 583.48			

Monthly Multi-Unit Water Rates

Each unit is billed at the appropriate Water and Sewer Rates

Pass Thru Fees from other Agencies

TCEQ Regulatory Assessment Fee: The Texas Commission on Environmental Quality charges an assessment of 0.5% on water and sewer charges.

UTGCD Fee: The Upper Trinity Groundwater Conservation District charges an assessment of $0.22 per 1,000 gallons on ground water pulled from local aquifers.

TX EMS: Optional ambulance service membership with the Texas Emergency Medical Services, (Texas EMS) for residential customers, $1.00 a month. More info call - 817-279-1408

Careflite: Optional ambulance service membership for residential customers, $1.00 a month. More info call – 877-339-2273

Miscellaneous Charges

$ 42.50	Re-Connect Charge
$ 17.50	Collection Fee
$ 30.00	Returned Check Fee
$ 75.00	Meter Test Charge
$ 25.00	Backflow Testing Fee
$ 25.00	Sprinkler Permit Fee
$ 60.00	Vacation Reconnect Fee
$ 100.00	Annexation Filing Fee
$100.00	Meter Tampering Fee
10% of total bill	Late Payment Charge (after due date)
$45.00	Transfer Fee
$3,300.00	Grinder Pump
$40.00	Grinder Pump Plumbing Inspection Fee
$30.00	Re-Inspection Fee
$25.00	Additional deposit collected each time Re-Connect Charge is applied.

Effective 03/20/2019

Water bills are calculated on a four-tiered system as follows for AMUD customers annexed into the District:

A water customer using 5,000 gallons of water would see a bill of $54.48.

Minimum Water Bill		*$ 29.66*
0-5,000	*@ $4.69/1,000 gal*	*$ 23.45*
TCEQ Regulatory Assessment		*$ .27*
UTGCD Fee		*$ 1.10*

A water customer using 40,000 gallons of water would see a bill of $305.71.

Minimum Water Bill		*$ 29.66*
0-8,000	*@$4.69/1,000 gal*	*$ 37.52*
8,001 to 16,000	*@$5.81/1,000 gal*	*$ 46.48*
16,000-25,000	*@$6.73/1,000 gal*	*$ 60.57*
25,000-40,000	*@$8.08/1,000 gal*	*$ 121.20*
TCEQ Regulatory Assessment		*$ 1.48*
UTGCD Fee		*$ 8.80*

UTGCD Fee is charged at a variable rate based on surface water usage.

Sewer bills are calculated on a winter average (December, January and February Usage) as explained on the attached "Rates and Connection Fees". There is an 8,000-gallon cap for residential customer connections.

A sewer customer having a winter average of 5,000 gallons of water would see a bill of $41.71.

Minimum Water Bill		*$ 24.00*
0-5,000	*@$3.50/1000 gal*	*$ 17.50*
TCEQ Regulatory Assessment		*$ .21*

A sewer customer having a winter average of 40,000 gallons of water would see a bill of $52.26.

Minimum Water Bill		*$ 24.00*
0-8,000	*@$3.50/1000 gal*	*$ 28.00*
TCEQ Regulatory Assessment		*$ .26*

Additiona nformation

After Hours Service (817) 573-2235
AMUD has an answering service available to relay messages to on call personnel if you have any problems after normal business hours or on weekends. Please direct billing or payment inquires, to the office, during normal office hours.

Establishing Service:
It is necessary to complete the application contract, which provides us with necessary information to service your account or contact you if it ever becomes necessary. A one-time fee for meter maintenance and account maintenance along with a deposit will be charged, per account, when service is established. The deposit will be refunded at the end of service and will be applied to the final bill.

Transfer of Service:
Anyone with an established account within the AMUD service area, who is relocating with the district, may establish the new account by phone. A date for the new service to be started and a date for the old service to be terminated will be required, (Startup date of new service and termination date of old service must be within a 2-week period). The deposit from the old account will be transferred to the new account and the meter maintenance and account maintenance will be billed on the new account's first bill.

Vacation Status:
The District will suspend service and billing at the customer's request until the customer returns from vacation. Water will be turned off at the meter and no service will be available at the residence during this period. There is a $60.00 reconnect fee to have water service restored.

Theft of Service:
Theft, conversion, or unauthorized appropriation of water belonging to AMUD is unlawful and violates AMUD Resolution No. 05-09-154 and §31.03 Texas Penal Code, the fine for which varies from $500.00 to $10,000.00 as set forth above. The Applicable fine is due and payable at the AMUD office on or before the expiration of ten (10) days from the date of the citation.

Damage within the Utility Easement:
The Acton Municipal Utility District shall not be responsible for the repair or replacement of any type of landscaping or construction within a utility easement or road-right-of-way which is damaged in the process of installation, repair or maintenance of any facility of the District. Work crews will advise the property owner whenever possible of proposed work and will attempt to minimize damages and will attempt to leave the finished work in a level and clean condition.

Senior Exemption:
The District will waive the penalty fees for those on Social Security. Make sure to inform the office if you are over 60, or on Social Security so that your account can be set up accordingly.

Grinder Pump Sewer System:
Call AMUD at (817) 326-4720 or after hours (817) 573-2235 if Red light or audio alarm is activated to prevent sewer back-up problems.

Hose Bib Inspection requirements:
All sill cocks, threaded faucets or any other outlet to which a hose could be connected, shall be equipped with an approved hose bib vacuum breaker. Hose Bib vacuum breaker insures that non-potable water or contaminates are not siphoned into potable water supply. The hose bib's and can be purchased at most hardware stores.

ONE TIME Leak Adjustment:
AMUD will provide a ONE-TIME water leak adjustment for catastrophic water loss due to customer waterline leaks. AMUD will split the cost of the leak with the customer. To process an adjustment a copy of your receipt is required showing that repairs have been made and the date repairs were completed.

Termination of Service:
Water Service may be terminated, after proper notice, for the following reasons:

- Failure to pay an outstanding bill or enter a payment agreement with 26 days of issuance.
- Failure to meet the terms of a payment agreement.
- Violation of the Districts rules for the use of service in such a manner that interferes with the service of others or the operation of non-standard equipment, provided that the District will make every attempt to notify the customer of the problem and allow ample time for the situation to be remedied.
- Failure to comply with the District's application and deposit requirements.
- Tampering with the District's meter or equipment or bypassing the same.
- When a dangerous condition exists and for as long as it exists.
- Failure to repay, within a notified time period, a returned check and the returned check fee.

The District will mail a notice of termination of water service due to non-payment of a bill at least 7 days prior to the date of disconnection. Should the disconnection date fall on a weekend or holiday, the District office has a night deposit box for payment. Payments made on the first working day after the due date, should it fall on a weekend or holiday, are considered timely. Payments received after 8:00 am on the second working day after the due date, should it fall on a weekend or holiday, will be considered late.

Reconnection Process:
Service accounts disconnected due to non-payment will not be reconnected until all past due amounts are paid in full along with the $42.50 reconnection fee. An additional refundable deposit of $25.00 will also be collected with each reconnection. Service will not be reconnected after 9:00pm.

Meter Testing:
AMUD charges $75.00 to test the meter for accuracy. Should the meter test incorrect, the $75.00 will be credited to your account and the bill will be adjusted based on your average usage for the past 12 months. Should the meter test correct, the bill in dispute will be due within 10 days of notification.

Sprinkler Systems:
New Sprinkler installations are required to have a Permit prior to installation. Sprinkler Permit is available at the office for $25.00. Sprinkler Systems are considered a potential cross connection or backflow hazard and must be tested on a periodic basis. Customer is responsible to maintain backflow device. AMUD charges $25.00 for this service. Call the office if you would rather have another certified tester perform the test.

Deferred Payment Agreements:
The District can provide, in extenuating situations, a deferred payment agreement to a customer who has experienced an emergency beyond control and therefore has expressed an inability to pay all of the outstanding balance on account. The customer must come to the office and sign a payment contract. Both parties based upon the customers' ability to pay, will then agree upon a payment schedule. Service will not be terminated unless the terms of this agreement are broken.

Privacy Notice to Customers
We are pleased to be your provider of water and wastewater services. Providing you with a reliable source of water requires that we collect and keep certain personal information about you. The nature of personal information we collect may include contact information, identifying information and account histories. And we use this information to provide you with continuous water and wastewater service and to bill for the services, assist us in the collection of accounts, respond to your inquiries about water use and billing, prevent fraud with respect to both you and our company and to meet legal and regulatory requirements. You may request access or amend your personal information to ensure its accuracy and completeness. AMUD recognizes that your information is private and has adopted a Privacy Policy that governs collection, use and protection of personal information. AMUD is committed to providing you with responsible and reliable service and we thank you for your continued support.

Notification of Chloramines in AMUD's Drinking Water
Acton Municipal Utility District (AMUD) uses a chloramines disinfectant that we use in all parts of AMUD's water distribution system. This benefit to our customers is a reduction in the levels of disinfection byproducts; (DBPs) in the system, while still providing protection from waterborne disease.

However, chloramines can cause problems to persons dependent on dialysis machines. A condition known as hemolytic anemia can occur if the disinfectant is not completely removed from the water that is used for the dialysate. Consequently, the pretreatment scheme used for the dialysis units must include some means, such as a charcoal filter, for removing the chloramines. Medical facilities should also determine if additional precautions are required for other medical equipment.

In addition, chloraminated water may be toxic to fish. If you have a fish tank, please make sure that the chemicals or filters that you are using are designed for use in water that has been treated with chloramines. You may also need to change the type of filter that you use for the fish tank.

Air and Ground Ambulance Service:
Acton Municipal Utility District has arranged to provide a very low-cost membership for Texas EMS and CareFlite. Membership in these services allow AMUD residential customers some peace of mind during medical emergencies because if you are a member in these programs, it means that anyone living in your household and who also maintains regular insurance or Medicare and needs one of these services should not incur any additional charges after his or her regular insurance has made its payment.

AMUD customers are automatically enrolled into these memberships. If you decide you do not want this service, you must sign an OPT OUT signature form.

Note to our Medicaid residents, there are state restrictions that will not allow for your participation in these offers. However, other members of the household may benefit from the memberships, should you wish to keep them. We encourage the households with a Medicaid member to contact Texas EMS and/or CareFlite to discuss whether they wish to opt out.

Texas Emergency Medical Services (Texas EMS)
2200 Commercial Lane
Granbury, Texas 76048
www.mytexasems.com
817-279-1408 fax 817-573-9711

CareFlite
3110 S Great Southwest Pkwy
Grand Prairie, Texas 75052
www.careflite.org
877-339-2273 fax 972-988-3144

Grinder Pump User Instructions:

If your residence is serviced by a low-pressure sewer system (grinder pump), purchased though Acton Municipal Utility District (AMUD), AMUD will maintain the grinder pump, the service lines from the cutoff valve from the street to your home as well as the grinder pump tank, control panel and cables are the customer's responsibility and there are some important facts you need to be familiar with to prevent a possible backup in your home. If you have any problems call us first at 817-326-4720.

General Information:
To provide you with suitable wastewater disposal, your home is served by a low-pressure sewer system. The grinder pump is the key element in this system. The tank collects all solid materials and effluent from the house. The solid materials are then ground to a small size suitable for pumping as slurry with the effluent water. The grinder pump generates sufficient pressure to pump this slurry from your home to the wastewater treatment receiving line and/or disposal plant. With proper care and by following a few guidelines, your grinder pump will give you years of dependable service.

Ownership and Maintenance of Equipment:
AMUD will own and maintain the grinder pump. The customer will own and maintain service lines from the cutoff valve at street to the home as well as the grinder pump tank, control panel and cables.

Easement:
Customer grants to AMUD, its employees, agents and representatives, and any other entity with which the District contracts, a right of way easement across the customer's property with the right of ingress and egress for the purpose of servicing sewer equipment.

Care and Use of your Grinder Pump:
The grinder pump is capable of accepting and pumping a wide range of materials. Regulatory agencies advise that the following items should not be introduced into any sewer, either directly or through a kitchen waste disposal unit:

Glass	Metal
Seafood Shells	Explosives
Flammable material	Gasoline
Lubricating oil	Grease
Strong Chemicals	Rock, Cat litter
Diapers, Paper Towels, Sanitary Napkins or tampons	Socks, rags or cloth Plastic objects, (toys, utensils, ect)

Basin must maintain a minimum clearance of 3" above final grade or landscaping. Basin will not be covered.

Charge for repairs on sewer service equipment:
If the sewer service equipment requires repair as a result of misuse, injury or damage by any action of the customer, or any of its guest or residents on the property, AMUD will repair such sewer equipment and the customer will be responsible and shall reimburse AMUD for any charge incurred by AMUD in repairing such sewer service equipment.

Periods of Disuse:
If your home or building is left unoccupied for longer than a couple of weeks, perform the following procedure:

Purge the system: Run clean water into the unit until the pump activates. Immediately turn off the water and allow the grinder pump to run until it shuts off automatically. Caution: Do not disconnect power to the unit.

Power Failure:
Your grinder pump cannot dispose of wastewater without electrical power. If electrical power service is interrupted, keep water usage to a minimum.

Pump Failure Alarm:
Your grinder pump has been manufactured to produce an alarm signal (120 volt) in the event of a high-water level in basin. AMUD must see that the alarm signal provided is connected to an audible and/or visual alarm in such a manner as to provide adequate warning to the user that service is required. During the interim prior to the arrival of an authorized AMUD support crew, water usage must be limited to the reserve capacity of the tank.