

SERVICE AGREEMENT

1. **PURPOSE.** **HARRIS COUNTY MUNICIPAL UTILITY DISTRICT NO. 449** (“District”) is responsible for protecting the drinking water supply from contamination or pollution which could result from improper plumbing practices. The purpose of this service agreement is to notify each customer of the plumbing restrictions which are in place to provide this protection. The District enforces these restrictions to ensure the public health and welfare. Each customer must sign this agreement before the District will begin service. In addition, when service to an existing connection has been suspended or terminated, the District will not re-establish service unless it has a signed copy of this agreement.
2. **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 the 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 which allows water to be returned to the public drinking water supply is permitted.
 - D. No pipe or pipe fitting which contains more than a weighted average of 0.25% 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 percent lead can be used for the installation or repair of plumbing at any connection which provides water for human use.
3. **SERVICE AGREEMENT.** The following are the terms of the service agreement between the **HARRIS COUNTY MUNICIPAL UTILITY DISTRICT NO. 449** (the “District”) and _____ (the “Customer”).
 - A. The District will maintain a copy of this agreement as long as Customer and/or the premises is connected to the District’s water system.
 - B. Customer shall allow his/her property to be inspected for possible cross-connections and other unacceptable plumbing practices. These inspections shall be conducted by the District 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 District's normal business hours.

- C. The District shall notify Customer in writing of any cross-connection or other unacceptable plumbing practice which has been identified during the initial inspection or the periodic re-inspection.
 - D. Customer shall immediately correct any unacceptable plumbing practice on his/her premises.
 - E. Customer shall, at his/her expense, properly install, test, and maintain any backflow prevention device required by the District. Copies of all testing and maintenance records shall be provided to the District.
 - G. Customer understands and agrees that the District does not guarantee any specific quantity or pressure of water for any purpose whatsoever and that the District is not liable to customer for failure or refusal to furnish any particular amount or pressure of water to Customer at any time.
4. **ENFORCEMENT.** If Customer fails to comply with the terms of the Service Agreement, the District shall, at its option, either 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 Service Agreement shall be billed to Customer.

CUSTOMER'S SIGNATURE: _____

DATE: _____

ADDRESS: _____

Residents of HC MUD No. 449

Trash collection twice weekly on MONDAY and THURSDAY with a 96 gallon cart
Recycle collection once weekly on MONDAY with a 18 gallon bin
Please have trash and recyclables out by 7:00 am

On each regularly scheduled collection day, Best Trash will collect residential refuse located at the curbside in the provided roll-out carts. Please place cart in the street adjacent to the curb facing forward. Residents are restricted to one cart for refuse and are encouraged to confine refuse to the cart, however additional refuse may be placed in containers or bags not exceeding 50 gallons or weighing over 40 pounds and placed next to the Best Trash provided cart.

Items excluded from normal collection are dirt, rocks, bricks, concrete, tires, batteries, motor oil, cooking oil, waste generated by a private contractor or any materials or items deemed hazardous materials. Please do not dispose of gasoline, motor oil, paints, cooking oil, or any other liquid items in a container that are not visible to Best Trash personnel. If such items results in spillage that causes a stain, Best Trash is not responsible for the cleanup. Best Trash will leave a tag explaining the reason for any non-collected item(s).

Trees, shrubs, brush trimmings and fencing must be bundled in lengths no greater than 4 feet with no branch diameter exceeding 3 inches. The bundling is required to allow quick pickup and size limitations are required to avoid damaging the equipment in the compacting process.

Items such as appliances, furniture, carpet (up to 1 room, rolled up four feet wide and less than 40 pounds), cardboard boxes (flattened), will be picked up on both of your collection days. By Federal Law, refrigerators, freezers, and any other items containing Freon must be drained of Freon and have an accompanying bill to validate such service was performed.

An enhanced feature of BEST TRASH is special pick up for items excluded by the contract. If notified in advance, Best Trash will meet with you prior to collection day to determine a price to haul away non-contract items. If you do not notify Best Trash of such a special pick-up before your scheduled pick up day, we will leave a notice for you to contact Best Trash during normal office hours to arrange for a price and time for the extra pick up.

Best Trash takes great pride in our recycling program and efforts. Ensuring the best recycle program for our customers takes time and effort on both sides. Please remove caps, liquids and food products from inside the containers. Please only use the provided recycle cart for recyclable materials, it is NOT an extra trash container.

Best Trash will collect paper (including cardboard), plastics (1-7), aluminum and tin cans, and glass (all colors) that are placed within the provided recycling cart. If items exceed container capacity, please place them adjacent to bin well marked as recyclable materials. If you find items left in your bin, it means they are not recyclable. Please dispose of these items in your trash container for the next scheduled pick up.

Best Trash will provide each current residence with one recycling bin and one trash cart. Best Trash will replace any carts that are defective or otherwise become unusable due to normal wear and tear. Lost or stolen carts can be replaced at \$65.00 each by calling Best Trash.

Holidays: If your regular pick-up falls on a holiday (New Year's Day, Memorial Day, July 4th - Independence Day, Labor Day, Thanksgiving Day, and Christmas Day), the pick-up will be made on the next regular scheduled pick-up day. If your recycling day falls on a holiday it will be picked up the next week on your normal scheduled recycle day.

Contact Information: Best Trash, 17820 Madden Rd, Richmond, TX 77407 Ph: (281) 313-(BEST) or 281 313-2378