

MUD 18 Newsletter
February 2011
www.mcmud18.com

Online Billing Is Now Available to MUD 18 Customers: Online invoicing and/or payment is now available. Customers can go to the MUD 18 website and select to receive their monthly bill by email; the default will be to continue to receive the bills by US mail. Customers can also select among four payment options: payment by writing a check each month, automatic direct draft, online or automatic credit card or online or automatic debit card.

Customers are not required to set up an online account unless they want to take advantage of one of the above options or other online features. An online account may be especially useful to customers who are travelling or spending extended periods of time outside of Bentwater. Having an online account, gives you 7 day/ 24 hour access to your account balance, payments, charges and adjustments. You will also be able to see charts of your last 12 months water consumption. To set-up an online account, follow these simple steps:

1. Have a copy of a recent bill handy so you can enter your account number and district code (918) for the setup process. It is also important that you enter your name as it appears on the bill or the system will tell you that your name does not match the account name on file.

MONTGOMERY COUNTY MUD 18

Create User ID And Password

Register for Online Account access. Online Account access enables you to manage your account online, 24 hours a day, 7 days a week.

Account Number * - - - District Code *

Please enter the information Exactly as it appears on your latest bill.

Name *

Service Address *

User ID * Must be more than 5 characters long

Password * Must be more than 6 characters long

Reconfirm Password *

Email *

Re-enter Email *

* Required Fields

Special Email Alerts

Sign up to receive email alerts about your Account

Payment Due Yes No

Payment is Past Due Yes No

Email Bill Notification Yes No

2. Go to www.mcmud18.com. On the home page, click on the link for online payments in the left-hand menu. The first screen will allow you to identify yourself as a first time user.
3. The next screen (see example) will allow you to create your on-line account. Enter the information requested. Make a note of the User ID and password that you select for future login reference.
4. Once you are signed up, you will receive a "welcome" email. The actual registration process may take up to 24 to 48 hours before you can access your account online.
5. After the registration process is complete, you are now ready to view your bill and, if desired, direct payment. If you specify payment, you will receive an acknowledgement and a confirmation number.
6. If you choose to receive your bill online, please take a minute on MUD 18's website to give us your email address so you can receive our newsletters online via an E-Blast.

Update on Enhanced Recycling Service:



The enhanced recycling service has been in place now for several weeks with over 97% participation. The following may be useful to help us get the most benefit from this service:

1. **Acceptable Items:** juice boxes, glass bottles and jars, tin/steel cans, paper board, magazines, aluminum cans, 12" x 12" card board, newspaper, junk mail and plastic with codes 1, 2, 3, 4, 5, 7). The top of the yellow lid has a table of acceptable items to serve as a handy quick reference guide.
2. **Unacceptable Items:** Styrofoam (plastic code 6), plastic bags (even if marked with codes 2, 4 etc), no types of **flexible** packaging such as film, shrink wrap, or grocery bags. Note: flexible bags can be recycled at most grocery stores.
3. **Position at Curb:** Place the bin with the front facing the street so that the automated truck forklift can grasp the container under the metal bar in the front and lift it above the truck upside down so the contents can drop out. Look for the embossed reminder "Place Street Side" on the front edge of the lid.
4. **New recycle containers are large.** But the world is moving in the direction of more and more recycling. Some residents are reporting that, with the extended list of recyclables, they are able to fill their containers each week. Other residents are finding that it takes a couple of weeks to fill their containers. Some neighbors are providing space in their recycle bins for neighbors who do not have the space for their own recycle container. As a community, we are learning how to have this work for us.
5. **Want to opt out?** We have retrieved about 40 recycle containers (less than 3 %) from residents that don't have room in their garage and/or can't maneuver it to the street. If you would like to opt out of the recycle program, visit www.MCMUD18.com to send the request for your container to be removed.
6. **One day per week for regular trash?** A number of residents have noticed a significant decrease in regular trash volume and have raised the question about moving to one day a week for regular trash. We will be working with WM in the coming months to quantify the decrease and assess the feasibility of dropping back to one day a week trash service as we recycle more.
7. **Three trash days are undesirable.** We have received many comments that we should have no more than 2 trash pick-up days per week. We are working with Waste Management to achieve that goal.

Important Reminder: All homeowners are requested to put their trash containers away as soon as possible after their trash has been picked up. This is important to street safety and the overall appearance of our community. In some cases, neighbors can help their neighbors to move the containers away from the street. Everyone's cooperation is appreciated.

Need to report a Problem? Don't assume the problem has already been identified or reported. If you observe a water leak, sewer odor, discolored water, open manholes, alarms are sounding, or other problems, please help us by calling:

Hays Utility Service @ 936-588-1166.

Hays has someone in Bentwater every day, seven days a week. They can and will respond 24 hours a day. Their general office hours are from 8:00AM to 4:30PM Monday through Friday.

Meetings Open to the Public:

Our regularly scheduled monthly meetings are the **2nd Tuesdays at 2:30PM** in the Country Club Board Room. Meetings are open to the public. The agenda is posted on our web site and the message board in the breezeway entrance to the Country Club Grill near the Golf Pro-shop.

Sincerely,

Your MUD Board:

Lou Tichacek	President	597-7010
Linda Pierce	Vice President	597-5463
Roy Champagne	Treasurer	597-8786
Joe Constantino	Secretary	597-8029
Chris Uzelmeier	Assistant Secretary	449-5198