

Fire Hydrant Servicing; Hays Utility has begun flow testing, inspecting, servicing, and repainting of all of the fire hydrants in MUD 18. Signs at major intersections in Bentwater have been posted to alert homeowners of the work. This important procedure is done every two years. During the process you may experience discolored water. This can occur when testing hydrants if it stirs up any settled minerals that may be in the pipes. It should clear up in a short amount of time. If you experience discolored water, be aware that it is biologically safe to drink. The discoloration is a result of iron, magnesium or calcium sediments in the line. If you have any questions or problems, please call Hays Utility at 936-588-1166.



Want to pay your MUD taxes online by credit card? Or print a copy of your tax statement?

Statements for 2012 have been mailed. Taxes are due January 2013. If you choose to pay by credit card or want to print a copy of your tax statement, perform the following steps:

1. Log on to www.equitaxinc.com. Scroll down.
2. In the first box enter your Equi-Tax account number without any spaces or dashes. This number is printed on your MUD 18 Tax Statement. If you do not have your tax statement, you can:
 - a. Search by name on the account (last name;first name). Semi-colon between last and first name is required.
 - b. Or,search by address (street number;street name). Semi-colon between street number and street name is required.
 - c. You can use only **one** search option.
3. Press enter after you have entered the search information.
4. If the system has located your account, it will **pull up a statement automatically**.
5. At the top of the screen there is a pay by credit card button or a print button. Click on the option you choose.
6. If you wish to pay by credit card, you will be asked to enter your credit card information and amount you are paying. There is a fee associated with paying by credit card that will be disclosed during the process of entering your information.
7. If you are unable to pull up your account, please call the Equi-Tax Customer Service department at 281-444-3946 for assistance.



Online Bill Pay - Web Site Wording Corrected: *For those of you who have been discouraged to sign-up for recurring ACH payment due to an anticipated \$1 per month fee, please be advised that **no recurring fee is imposed**. The wording on the website was confusing and has been corrected.*



Create User ID And Password
Features 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 7 characters long

Password Must be more than 8 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

As a reminder: You can go to the MUD 18 website and select to receive your monthly bill by email; the default will be to continue to receive the bills by US mail. You can also select among four payment options: payment by writing a check each month, automatic direct draft (recurring ACH), online or automatic credit card or online or automatic debit card. You are not required to set up an online account unless you 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.

If you have not already set up your 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.

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 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. 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.

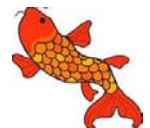
After you have established your online account, you can view your bill and, if desired, select one of the four payment options listed above. If you specify a payment, you will receive an acknowledgement and a confirmation number. If you choose to receive your bill online, please take a minute on MUD 18's website to give us your email address so you can receive our newsletters online via an E-Blast.

Interested in Tour of New Water Plant? Some residents have expressed an interest in touring the new Catahoula water plant. Your Board would like to provide the opportunity to those who interested in taking a tour of the new facility to do so. Since parking and physical access is limited, a scheduled format will be required. If you would like a tour of the new plant, please go to our website www.mcmud18.com and indicate your interest. We will develop a schedule to accommodate those who wish a tour to the degree possible.



Trash Pick-up for holidays: The regular trash pick-up schedule will remain unchanged during the Thanksgiving and Christmas holidays.

Fish Pond Advice: The chemistry of the new Catahoula well water may affect those having ornamental fish ponds. The soft water may diminish the good bacteria in the pond with adverse impact on the fish. Preventive measures, such as adding a product like Stress Coat each time water is added to the pond, may help the issue.



Keep leaves and yard clippings out of storm sewers: Fall season is finally here. Leaves are falling. Most yard crews do a very good job of properly disposing of yard debris and leaves. However, some crews have been observed blowing grass clippings and leaves into the storm sewer drains. This is bad practice and clogs the storm drains so they cannot function during heavy rains as designed. Home owners should ensure the crews they hire properly dispose of yard debris.



Sign-up for E-Blasts: If you are not receiving our E-Blasts, you are missing out on timely information. Go to our website www.mcmud18.com and give us your email address. Your address will not be shared with anyone and you can unsubscribe at any time.

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