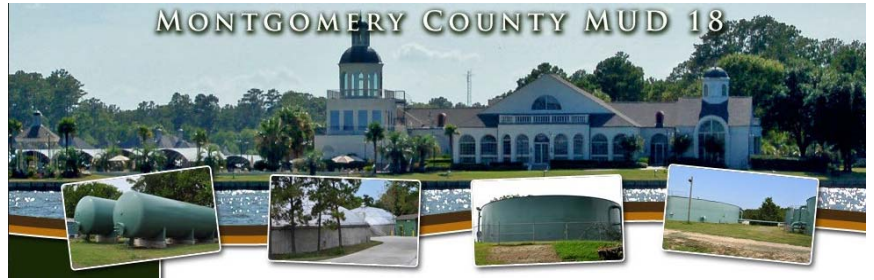


New Resident Newsletter

Welcome to Bentwater. We are glad to have you in our Bentwater community. This newsletter provides you with information about our services and how to contact our service providers. We hope you find this information helpful.

What is MUD 18? Municipal Utility District 18 (MUD 18) is the utility district formed

according to Texas statutes to provide **water, waste treatment, storm water drainage and garbage collection** to Bentwater. The District is governed by an elected board of directors. MUD 18 charges service fees and levies real estate taxes within the District to pay for operations, maintenance and improvements to facilities and to meet debt service obligations.



MUD 18 Service Providers

Hays Utility North Corporation is the operations contractor that provides customer service and billing in addition to operation and maintenance of MUD 18 facilities. **To set up water service, contact Hays Utility.** Their office is located at 375 Lake Meadows Drive, Montgomery, Texas 77316. They can be reached at (936)588-1166. You can visit their website at www.hayswater.com

Waste Management provides Trash Collection and Recycling Services. If you have a question or issue with trash service, call Waste Management at 1-800-800-5804 or 713-686-6666. Curbside trash and recycling service charges are included in the sewer collection fee in your monthly bill from MUD 18. Just put your trash container curbside on collection days and it will be serviced. The following are the Waste Management Services:

Collection Days/Times:

- Mondays and Fridays are normal collection days in Bentwater. Accepted items for curbside collection include household garbage, grass clippings, leaves, branches and tree trimmings. A residence is limited to a maximum combination of 15 bags/cans/bundles on each collection day. Please be sure your garbage is set out by 7:00AM on these days.
- If a holiday falls on the scheduled day, there will be no collections on the holiday. The next collection will be on the next regularly scheduled day. The following holidays are recognized by Waste Management: New Years Day, Memorial Day, Independence Day, Labor Day and Christmas Day.

Bulk or Heavy Trash Collection:

This additional curbside service is provided each Friday. It includes collection of bulky items, old furniture and appliances. No items containing CFC refrigerant can be accepted. Residences are limited to two "heavy" items each week.

Recycling Collection:

Curbside recycling services are provided each Friday. Waste Management uses single stream recycling which allows customers to mix recyclable items in one container. Accepted items for recycling include newspaper/paper, magazines, junk mail, 12 X 12 cardboard, tin/steel/aluminum cans, glass bottles and jars, and plastic (codes 1,2,3,4,5,7). Moving boxes (please break them down and bundle them) can be included if put inside the recycle container, perhaps requiring multiple days for disposal. This pickup will be done by a different vehicle and crew from the pickup for normal collection. To utilize this service, residents must use a 96 gallon container provided by Waste Management. All material to be recycled must be placed inside the recycle container. If you do not have the required container and wish to participate, call 713-686-6666 or 1-800-800-5804 to order a container.

Visit Our Website www.mcmud18.com Our website can serve as a handy reference for trash service and schedule, water conservation tips, how to read your water bill, tax rate information, water quality reports and much more. You can send an email to the board from our website.

Sign up for Online Billing. Go to our website and click the "Online Payments" tab to view your bill, usage history and account information. You can also make online payments on this link. Have a copy of your bill with you when setting up your account. The information must be entered exactly as it is on the statement. If you need assistance or a copy of your bill, contact Hays Utility North and a customer service representative will assist you.