

New Member on Board of Directors: In January, Chris Uzelmeier resigned his position on the Board due to Chris and Kathy's relocation out of Bentwater. A vacancy due to a resignation during an uncompleted term, may be filled by the Board. At the Board's April 14 meeting, the Board appointed Gary Montgomery to serve the remainder of Chris's term. Gary brings many years of relevant experience to the Board. He is a civil engineer who, for 30 years, owned an engineering company that specialized in public utility facilities. He served on the San Jacinto River Authority Board for 25 years, leaving that position in late 2014. He currently serves on the Watershed Protection Committee of the SJRA. He has lived in Bentwater for 18 months, having moved from The Woodlands. We welcome Gary onboard.



No Wipes in the Pipes. It is important to watch what we flush down our toilets. For generations, parents have used baby wipes to properly clean their babies. But a new market in "flushable wipes" is growing at a dramatic rate with a very costly impact. So called "flushable" wipes for adults are causing a great deal of destruction to sewage treatment networks and plants. Although the wipes are advertised as "flushable," that only means they will go down your toilet, but they cause costly problems to equipment down the line. Ordinary toilet paper is an organic material that disintegrates after flushing and before reaching the treatment plant. "Flushable" wipes are either made of a plastic fabric that does not disintegrate as it makes its way through the system or of a material that takes a relatively long time to breakdown. These wipes can be very destructive when they clog up a lift station on the way to the treatment plant, resulting in costly damage to the lift station equipment. If it makes its way to the plant, it contributes to the volume of sludge that must be hauled out as part of plant maintenance adding to the cost.



Municipalities throughout the country have experienced a growing volume of this inorganic material that must be periodically removed at increasing costs from their treatment facilities. We are seeing signs of this build-up in Bentwater along with lift station equipment failures caused by an increase in the volume of inorganic material. This is an expense to all homeowners due to lift station repairs and treatment plant maintenance. Please do not flush any plastic, rubber, or any other non-biodegradable material down your toilets. This includes "flushable" wipes, cosmetic wipes, first aid wipes, doggie refuse bags, feminine hygiene products and other similar materials.

**The toilet is not a trash can.
Practice responsible flushing.**

Online Account Access: MUD 18 has offered online account access since 2011. If you have not yet set up your online account, you can do so with the following steps:



Create User ID And Password

Required 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 8 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

1. Go to our website www.MCMUD18.com and select "Online Account Access" in the menu presented on the left side of the home page. You will then be linked to Hays Utility North Online Account Access.
2. As a first time user, 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.
3. You will be asked to create a User ID and to specify a password. Save this info for future account access.

Once you are signed up, you will receive a "welcome" email. The actual registration process may take up to 24 to 48 hours to set up your online access to your account.

After creating your online account access, you can do any of the following:

1. Review your water usage and billing history.
2. You can select to receive your monthly bill by email; the default will be to continue to receive the bills by US mail. If you choose to receive your bill online, you will not receive a hard copy of our newsletter in the mail. So please take a minute on our website to give us your email address so you can receive our newsletters and other announcements online via an E-Blast.
3. You may also select among four payment options:
 - a. Payment by writing a check each month,
 - b. Automatic direct draft (recurring ACH),
 - c. Online or automatic credit card or
 - d. Online or automatic debit card.

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. Having an online account does not require you to pay your bill online. 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 history, account balance, payments, charges and adjustments.

Need a Recycle Bin? If you do not have a recycle bin and want to have one, call MUD Board member Rex Cambern at 936-449-5761 and he will be happy to arrange delivery.



As you dispose of the following recyclable items, **think green** and place the items in your recycle container, not your regular trash container:

Glass bottles and jars, tin/steel cans (including large coffee cans), juice boxes, metal 2 ft or less in length, 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.

Sign-up for E-Blasts: If you are not receiving our E-Blasts, you are missing out on timely information. Go to our website at www.mcmud18.com and give us your email address. Your address will not be shared with anyone. 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
Susan McFarland	Treasurer	597-7503
Rex Cambern	Secretary	449-5761
Gary Montgomery	Assistant Secretary	597-9256