

Blue**line**

Memorial MUD Edition

Summer | 2017

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Website & Phone Numbers

MEMORIAL

MUNICIPAL UTILITY DISTRICT

are you HURRICANE prepared?

Hurricane season begins June 1: To be better prepared, it is not just important to understand how hurricanes are categorized, but also understand what steps to take as they approach.

When we refer to a Hurricane in terms of a category, it's helpful to know where that comes from. The Saffir-Simpson Hurricane Wind Scale is a 1 to 5 rating based on a hurricane's sustained wind speed. This scale estimates potential property damage. Hurricanes reaching Category 3 and higher are considered major hurricanes because of their potential for significant loss of life and damage. Be aware category 1 and 2 storms *are still dangerous* and require preventative measures.

Hurricane Categories

1 74-95 mph
Homes could have damage to roof and shingles. Large tree branches can snap and shallowly rooted trees may topple. Extensive damage to power lines and poles can result in some power outages.

2 96-110 mph
Homes may sustain major roof and siding damage. Shallowly rooted trees may be snapped or uprooted and block roads. Near-total power loss is expected with outages that could last weeks.

3 (major) 111-129 mph
Homes may incur major damage or removal of roof decking. Many trees may be snapped or uprooted, blocking numerous roads. Electricity may be unavailable for several days to multiple weeks after the storm passes.

*Details partially sourced from National Hurricane Center - <http://www.nhc.noaa.gov/> and Ready - <https://www.ready.gov/hurricanes>

4 (major) 130-156 mph
Well-built homes can sustain severe damage with loss of most of the roof structure and/or some exterior walls. Most trees may be snapped or uprooted and power poles downed. Power outages may last weeks to possibly months.

5 (major) 157 mph and higher— A high percentage of framed homes may be destroyed, with total roof failure and wall collapse. Fallen trees and power poles could isolate residential areas. Power outages could last for possibly months.



A Hurricane is 36 Hours from arriving:

Build your emergency preparedness kit, include a flashlight, batteries, cash and first aid supplies. Plan to communicate with family members if you lose power. Remember that during disasters, sending texts are usually reliable and faster than making phone calls because lines are often overloaded. Keep your car in good working condition, and keep the gas tank full; stock your vehicle with emergency supplies and a change of clothes.



A Hurricane is 18-36 Hours from arriving:

Bring loose, lightweight objects inside that could become projectiles in high winds (e.g., patio furniture, garbage cans). Anchor objects that would be unsafe to bring inside (e.g., propane tanks) and trim or remove trees close enough to fall on the building. Cover all your home's windows. Permanent storm shutters offer the best protection for windows, or board up windows with 5/8" exterior grade or marine plywood, cut to fit and ready to install.



A Hurricane is 6 hours from arriving:

If you're not in an area that is recommended for evacuation, plan to stay at home or where you are and let friends and family know where you are. Stay away from windows. Flying glass from broken windows could injure you. Turn your refrigerator or freezer to the coldest setting and open only when necessary. If you lose power, food will last longer. Keep a thermometer in the refrigerator to be able to check the food temperature when the power is restored. Keep your TV/radio on and check your city/county website every 30 minutes in order to get the latest weather updates and emergency instructions.



A Hurricane is 6-18 Hours from arriving:

Turn on your TV/Radio, or check your city/county website every 30 minutes in order to get the latest weather updates and emergency instructions. Charge your cell phone now so you will a full battery in case you lose power.



Hurricane Watch =
Conditions possible within
48 hrs.



Hurricane Warning =
Conditions expected within
36 hrs.

For evacuation routes check TxDOT for an update evacuation map at:
www.txdot.gov/inside-txdot/division/traffic/safety/weather/hurricane.html

About your local **TRASH COLLECTION**



In a combined effort, WCA Waste Corporation and Memorial MUD would like to take this opportunity to explain how your automated trash collection service works. WCA is the trash collection company hired by Memorial MUD to provide trash collection services for the residents. WCA provides each resident with 2

roll-out poly collection containers; a blue 95-gallon container for household waste and a gray 65-gallon container for recycling.

However, in order for the automated system to work effectively and consistently, it is important all residents follow the collection procedures outlined below.



TUESDAYS 7AM—7PM

On Tuesdays, place your household waste in the blue 95-gallon collection container and your recyclable goods in the gray 65-gallon recycling container at your curb by 7:00 AM and keep them at that location for pick-up until 7:00PM. Everything must fit inside each container and the lids must be closed. (*Bulk trash or bags placed outside containers WILL NOT be collected on Tuesdays.*)

On Tuesdays there will be two (2) separate trucks collecting your trash:

- One (1) truck for trash container collection
- One (1) truck for recycle container collection



FRIDAYS 7AM—7PM

On Fridays, the collection process is the same EXCEPT: Bulk trash and bags outside containers WILL be collected by an additional truck. Trees, shrubs, brush trimmings and fencing must be bundled in lengths no greater than 4 ft. Items such as appliances, furniture, carpet (up to 1 room, rolled up 4 feet wide and less than 50 pounds), and cardboard boxes (flattened) will be picked up. Collection containers should to your curb by 7:00 AM. and kept there until 7:00PM. On Fridays there will be three (3) separate trucks collecting your trash:

- One (1) truck for trash container collection
- One (1) truck for recycle container collection
- One (1) truck for bulk trash and bags not inside containers

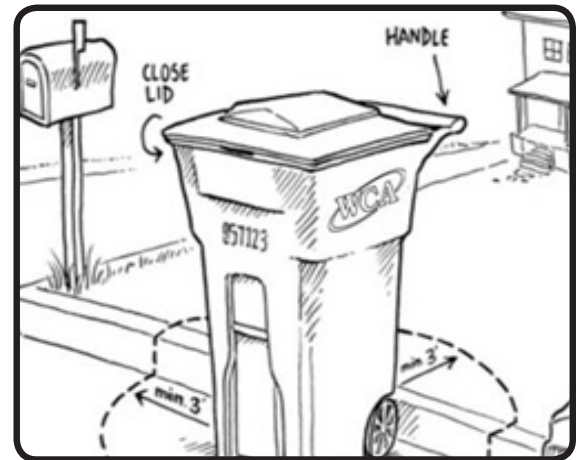
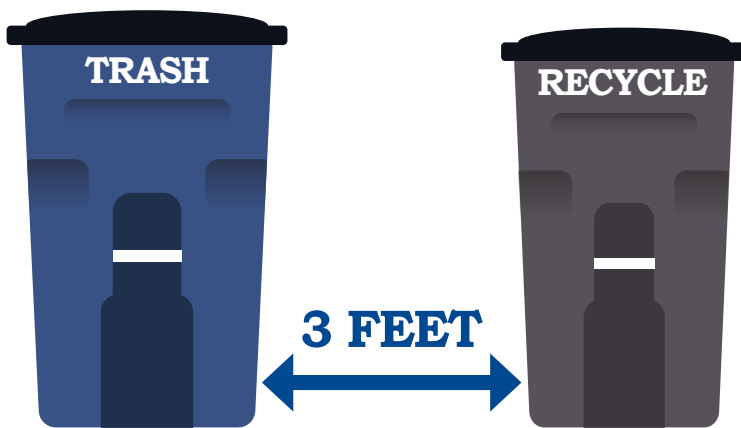


HOLIDAYS

There will be no collection service on Christmas, Thanksgiving, Memorial Day, Labor Day, July 4th and New Year's Day. Holiday service is provided on the next scheduled service day.

UNRECYCLABLES

Styrofoam	Mirrors	Paper
Coat-hangers	Soiled Pizza Boxes	Aerosol Cans
Ceramics	Mirror	Paints
Light Bulbs	Windows	Solvents
Paper Towels	Tissue/Toilet	Electronics



Items excluded from normal collection are dirt, rocks, bricks, concrete, tires, batteries, motor oil, cooking oil, refrigeration freon, waste generated by a private contractor or any materials or items deemed hazardous materials. WCA will leave you a tag explaining the reason for any non-collected item(s).

If your needs exceed the normal amount of residential waste, yard trimmings or bulk items, please contact WCA in advance and they will meet you prior to the collection day to determine a price for special pick-up. If you do not notify WCA of a special pick-up before its scheduled day, then WCA will leave a notice asking you to contact them during normal office hours, but before the next scheduled pickup day.

WCA will clean up any spillage that occurs during the collection process. However, if liquid items such as gasoline, motor oil, paints, cooking oil, or any other liquid items that are not visible to the WCA employee spills and causes a stain, WCA will not be held responsible.

- Cans must be placed with handle facing away from the street and wheels against the curb (as seen in the illustration).
- Cans must be at curb before 7AM on collection days and kept there until 7PM
- Do not place containers too close to mailboxes, parked cars or other objects.
- Allow ample surrounding space so the automated lifting mechanism can be attached around the container and lifted.
- Only the uniquely designed WCA poly collection containers will be picked up.
- Bagging trash will help prevent trash from blowing when it is emptied. It also helps with maintaining the cleanliness of the container.



**Save your
tax dollars:**

Keep your eyes
out for signs of a
public water leak

RESIDENT AWARENESS

Have you ever seen water seeping from the street? Maybe you have seen it leaking from a road median... or passed a spot of soggy grass while walking down your street. Situations like these can be tell-tale signs of bigger water related issues...

Memorial MUD wants to know!

As a resident, you are the eyes and ears of the District. When it comes to quickly identifying and remedying water problems, a report from a resident can speed the time it takes to solve the problem. The faster a water issue can be discovered, the faster the resolution, and less money potentially wasted.

Water produced by a water plant that doesn't pass through a billed meter ultimately is

funded by the District which is funded by us all.

Reporting water and wastewater problems is the responsibility of us all. Taking the time to report these problems is the financially and environmentally responsible move.

We want to ensure that you, our residents, are educated and armed with the knowledge to take action next time you observe what could be wasted dollars and even ecologically damaging.

Contact us if you notice any of the following:

- Unusually wet spots in landscaped areas and/or water pooling on the ground surface.
- An area that is green, moldy, soft, or mossy surrounded by drier conditions.
- A notable drop in water pressure/flow volume.
- A sudden problem with rusty water or dirt or air in the water supply (there are other causes for this besides a leak).
- A portion of an irrigated public area is brown/dead/dying when it used to be thriving (water pressure is too low to enable distant heads to pop up properly).
- Sink holes or potholes.
- Uneven floor grade or leaning of a structure.



To report water or wastewater problems please call us and provide details so we may quickly address the issue.

Further, if you have any photos or other attachments you'd like to provide, please email them to us.



REPORT PUBLIC WATER OR SEWER PROBLEMS HERE:

832-447-2444

alerts@memorialmud.com



NEIGHBORS ON ALERT



Being a good neighbor is more than just a great slogan, it's a great idea. You are the eyes and ears of your neighborhood, so when you see something that seems a little out of the ordinary or maybe it just strikes you as a bit odd - that's OK, call it in!

Suspicious Activity Call

281-463-6666

If you plan to take a vacation in the near future, please call the Harris County Constable Pct.5 Office at 281-463-6666. We recommend that you notify them at least 72 hours before your vacation begins or visit their website at www.constablepct5.com/vacation-watch/ to fill out the Vacation Watch form. From the home page, go to the Online Forms tab, then click on Vacation Watch Form. Fill out the form and be sure to hit submit at the bottom.

- **What dates will you leave and return?**
- **Will you leave lights on in your home? If so, which?**
- **Will you have car(s) in your driveway?
If so, provide a description.**
- **Will anyone be coming and going at your home while you're gone? If so, when? Who?**
- **Emergency Contact Information?**

Vacation Watch

281-463-6666

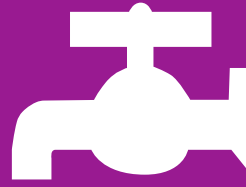
Statistically speaking, neighborhoods with residents that look out for one another typically see up to a 16% reduction in crime rates. We wanted to give you some insight on what residents should be doing to "Stay Alert, Be Proactive and Watch For Suspicious Behavior." When neighbors look out for one another, everyone wins... We went digging for information you can use to benefit yourselves and each other.

Here are some tips on what you can do as a resident when safeguarding your own home:

Safeguarding At Home

- Keep garage doors closed
- Lock your windows & car doors
- Keep valuables in your car hidden or remove them whenever possible
- Collapse all boxes placed at curbside for trash pick up, making them indistinguishable. This eliminates a possible unwanted glimpse into recent purchases for your home- (ex.:big screen TV box)
- Consider installing an alarm system
- Reconsider where you "hide" your front door key, avoiding the typical places (under the mat, above the door, under the potted plant, etc)

RECLAIMING WATER



At Memorial MUD, we understand the importance of conserving and prolonging the use of our water.

We have joined forces with neighboring MUDs in our community with a common mission: To provide an affordable alternative water source to assist our community with growing irrigation needs. In lieu of the standard (and more costly) potable water, an effort to make use of treated wastewater (also known as reclaimed water) is underway. When it comes to irrigation, the shift from using potable water to using reclaimed water is not only a fiscally conservative decision, but also an environmentally conservative one... And one that is quickly gaining popularity.

Treatment Plant. In 2016, these plant owners successfully negotiated an agreement with neighboring district Cinco MUD 1 for the acquisition of effluent produced by the plant. This effluent will then be treated to standards established by Texas Commission on Environmental Quality (TCEQ). This new reclaimed water, while not rated for consumption, will be distributed to end users, such as golf courses and Homeowners Associations to be used for irrigation purposes.

This collaborative effort between our neighboring MUDs comes at a time when water is becoming exceedingly costly to produce and an ever more precious resource. It is a safe assumption that the future water demands

A large, dark purple water drop shape containing text.

WHAT IS EFFLUENT WATER?

WASTEWATER, TREATED OR UNTREATED, THAT FLOWS OUT OF A TREATMENT PLANT, SEWER, OR INDUSTRIAL OUTFALL.

Cinco MUD 1 is in the process of installing “purple pipes” for transporting recycled water to end users within its boundaries. Purple is the universal color used for pipes containing reclaimed/recycled/repurposed effluent water. Next time you see purple pipes or purple hydrants, you will know recycled water is being used.

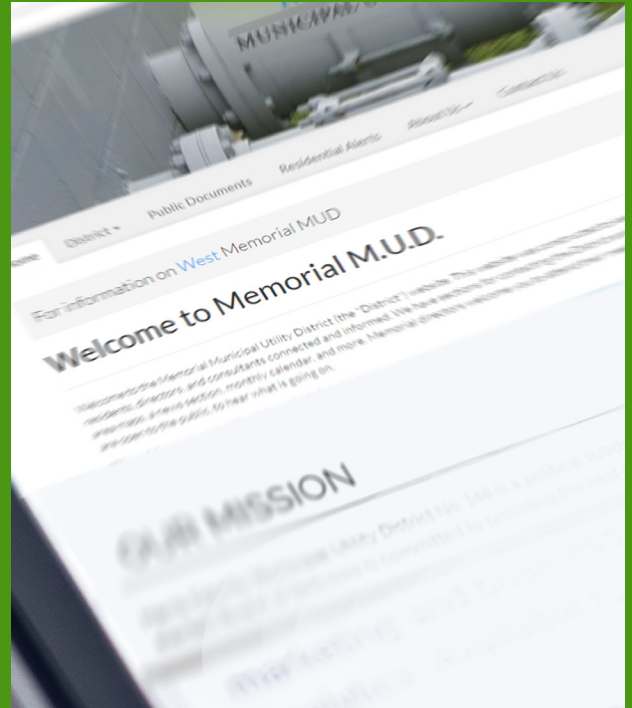
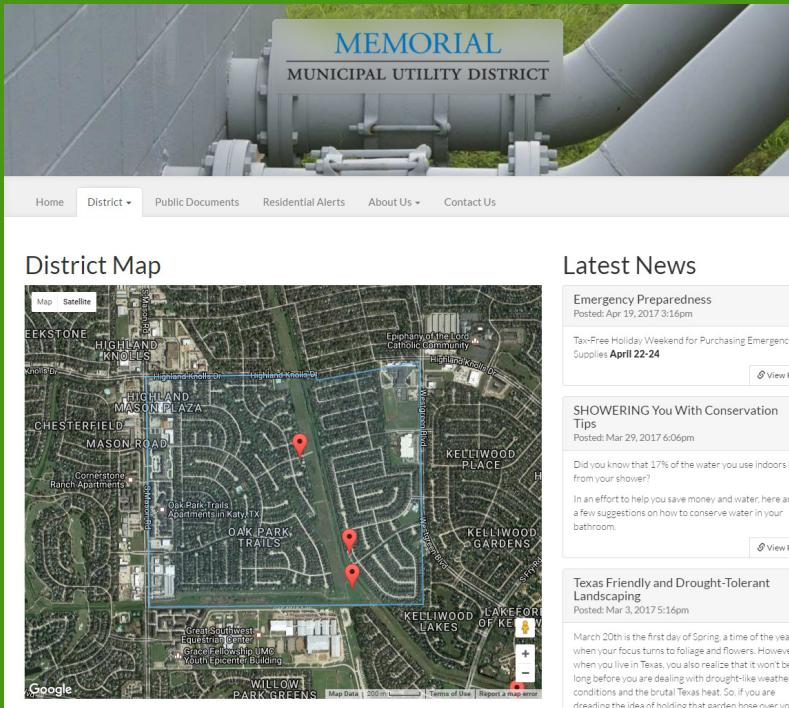


We have teamed up with the other co-owners of our regional wastewater treatment plant (Harris County MUD 81, Cornerstones MUD, and Mason Creek MUD) to repurpose the effluent created by the Memorial Sewage

will further necessitate more innovation, conservation, and ways to exercise and reuse water. At Memorial MUD, we are proud to be a part of this conservation partnership and this step towards future innovation.



What's on our website?



www.memorialmud.com

Communication and transparency is important to us at Memorial MUD and we want our residents to have access to pertinent district data and information at all times. This website is designed to be a constant source of this and maintained to provide our residents a place to stay connected and informed.

Memorial Website Features:

- Resident alert notifications (for water emergencies)
- Interactive district boundaries map
- View Memorial MUD newsletters
- Meet the Board members
- Access public documents
- Pay your water bill
- Review frequently asked questions
- Trash service information and schedule
- See District announcements
- Resident Awareness updates
- Emergency Awareness Articles

Numbers to Know

FOR EMERGENCY

Police Department, Fire, Ambulance 911

Harris County Constable Precinct 5 Constable Ted Heap

Admin 281-492-3500
Harris County Pct. 5 (Non-Emergency) 281-463-6666

Hospitals

Houston Methodist Hospital St Catherine 281-599-5700
Katy VA Outpatient Clinic 281-578-4600
Katy Urgent Care 281-829-6570
Katy Rehab Hospital Memorial Hermann 800-447-3422
Memorial Hermann Katy Hospital 281-644-7000
Memorial Hermann Surgical Center Kingsland 281-492-1234
Texas Children's Hospital 832-227-1000
SPHIER Emergency Room 832-321-1000
Sunrise of Cinco Ranch Senior Care 281-717-1700

Utilities and Service Numbers

Si Environmental (Water/Sewer) 832-490-1600
WCA Trash Service 281-368-8397
AT&T Telephone Company (Billing/Repair/U-Verse) 800-288-2020
Comcast (Billing & Service) 800-266-2278

Post Offices (USPS)

20180 Park Row Drive, Katy, TX 77449 281-829-5062
211 Baker Road, Barker, TX 77413 281-599-0924
Ace Hardware Cinco Ranch 281-392-5200

Energy Companies

Centerpoint Energy (electric) 800-332-7143
Centerpoint Energy (gas) 713-659-2111
Call Before You Dig (Gas, Electric, Phone) 811

Miscellaneous

Animal Control (Harris County) 281-999-3191
Texas Parks & Wildlife 281-931-6471
DMV 713-274-8000
Harris County Flood Control 713-684-4000
Poison Control Center 800-222-1222
Child Abuse & Neglect, Harris County Protective Services 713-394-4000

Board of Directors:

President

Tim Miller

Vice President

Miguel G. Hull

Secretary

W.F. Trotter, Jr. (Buddy)

Investment Officer

Tom Williams

Assistant Secretary

Crystal M. Sampson

Consultants:

Attorney

Jeanne H. McDonald, PC 281-313-0348

Operator

Si Environmental
sienv.com 832-490-1600

Communications

Triton Consulting Group
tritoncg.com 281-766-4276

Tax Assessor

Bob Leared Interests
bli-tax.com 713-932-9011

Engineer

Costello, Inc.
costelloinc.com 713-783-7788

Bookkeeper

Myrtle Cruz, Inc.
mcruz.com 713-759-1368

Other Contact Info:

Meeting location:

Harris County MUD 81
Administrative Building
805 Hidden Canyon Road
Katy, TX 77450

For billing questions call:

832-490-1600

For water/sewer/storm issues:

832-490-1601

For garbage pick up questions:

281-368-8397