



## **Undine Texas Environmental, LLC Frequently Asked Questions**

*The following are frequently asked questions (FAQs) and related answers for the Undine Texas Environmental, LLC wastewater treatment services.*

### **Do I obligate myself to anything by completing the “Request” form on the [www.undinellc.com](http://www.undinellc.com) website?**

No. You are not obligating yourself to anything. We are asking people who are interested in knowing more about our system to complete the form to help us determine where to begin expansion of our system. We will give priority for expansion to areas with the highest indication of interest.

### **Who can sign up for sewer service?**

The sewer system is voluntary and anyone on the Bolivar Peninsula may elect to have service, regardless of whether you still have a septic system.

### **Who runs the sewer system?**

The sewer system is owned by a privately held company, Undine Texas Environmental, LLC (Undine). Undine is an Investor Owned Utility, similar to other IOU's such as Entergy, CenterPoint, etc.

### **How will my sewer service be billed?**

You will receive your billing for monthly wastewater treatment services from Bolivar Peninsula Special Utility District (BPSUD). The charges will appear on the same statement as your water service bill.

### **What is the basis of my monthly bill for wastewater treatment?**

The charges for monthly wastewater treatment services are based upon your water usage from the BPSUD.

### **How much will sewer service cost each month?**

The charge or “Tariff Rate” is \$6.00 per 1000 gallons of water usage plus a \$40.00 per month service fee.

### **Who sets the rates for the monthly wastewater treatment services?**

Our Tariff Rates have been approved by the Public Utility Commission of Texas (PUCT). A copy of our Tariff is available upon request.

## **What will it cost for me to subscribe to your wastewater treatment services?**

There are two components to the “cost” to Subscribe to our service:

- A Line Extension Fee (“Fee”). The Fee is \$5,000 per residential tap, which is the estimated cost of extending the sewer system; and
- The cost of acquiring and installing a “Low Pressure Grinder Unit” (“Unit”). The cost of the Unit is \$5,000 which will include the cost of the equipment plus all installation fees and charges. Should a road bore be necessary, there will be an additional charge of \$500.

## **Who installs the low-pressure grinder unit and what happens if it needs repairs and maintenance?**

You may purchase the unit through us. An approved, licensed and authorized contractor will perform the installation according to our specifications. You will be responsible for the cost of any maintenance and repairs to your individual Unit. We can recommend a list of contractors for this.

## **Is the Service available for businesses?**

Yes. Commercial and Business Fees are based upon the types of businesses and anticipated volume of wastewater to be produced by the business. A “Standard Conversion Table” is available upon request for business subscribers.

## **When do I pay the cost?**

The Line extension Fee (\$5,000) will be paid when you request service and we have completed expansion of our lines to your property. Upon completion of your home, the Low-Pressure Grinder Unit will be installed at a cost of \$5,000 (or \$5,500 if a road bore is needed). The total of \$10,000 (or \$10,500) is competitive with the cost of a new aerobic septic system.

## **How do I sign up?**

Upon your request, we will forward to you a “Line Extension Agreement” and a “Wastewater Treatment Service Agreement”. Both Agreements should be completed and mailed back to us along with the Line Extension Fee of \$5,000.00. The cost (\$5,000) of the Low-Pressure Grinder Unit will be due before installation.

## Why should I use the sewer system instead of a septic system?

There are several compelling reasons to change to our sewer system, particularly if you are being required to install a new aerobic septic system.

- **COST:** The cost is comparable to that of a new aerobic system;
- **SIMPLICITY:** The process to obtain a building permit is simplified. You do not have to apply to the Galveston County Health Department for a permit. You just simply subscribe to our sewer system and submit the appropriate fees. A septic system must be engineered for your home and requires a license from the TCEQ.
- **MAINTENANCE:** The Low-Pressure Grinder Unit is far less complex than an aerobic septic system. A septic system will require inspections and may need to be pumped out every few years.
- **LIABILITY:** We are responsible for the collection, transmission and treatment of your wastewater. We are monitored by the TCEQ and we accept the liability for properly processing your wastewater. With a septic system YOU are responsible for the operation, treatment and discharge of wastewater. The septic system must be periodically inspected for a fee and YOU are responsible for filing reports with the TCEQ.
- **FLEXIBILITY:** The physical area required for the installation of your Low-Pressure Grinder Unit is less than 20 square feet. A septic system requires much more physical space for tanks, drain field, and leach field, thus limiting the use of your property. In some cases, you might have to purchase additional property to be able to install an aerobic septic system.
- **HEALTH-SAFETY:** Our system totally removes wastewater from your property. Wastewater is pumped out continuously when the home is in use and the effluent wastewater is not absorbed into the ground. A septic system “processes” wastewater BUT does not remove it. Instead, a septic system injects the treated effluent into the ground on your property where you, your children and pets play.

**When can I get a building permit from Galveston County if I use your system?**

When you complete the "Line Extension Agreement" and a "Wastewater Treatment Service Agreement", we will provide you with a letter to present to the Galveston County Building Inspector confirming that we have agreed to provide wastewater treatment services for your residence. The County has accepted the form of our letter and has agreed to issue a permit to customers who have agreed to use our system.

**FORM OF LETTER:**

Mr. Sean Welsh, Galveston County Building Inspector    VIA FAX: 409-770-5559 and Hand Delivery

DATE: February 23, 2009

**NOTIFICATION OF SEWER SERVICE**

Undine Texas Environmental, LLC ("Undine") has entered into an agreement with the Customer indicated below, whereby Undine has agreed to provide Wastewater Treatment Services to Customer at the address indicated below.

**PROPERTY DESCRIPTION**

Owner Name: PUBLIC, JOHN Q.

P.O. BOX 12345 BEAUMONT, TX 77720

2000 COUNTY ROAD CRYSTAL BEACH, TX 77650

Legal Description: ABST OO PAGE 0 LOT 00 DRIFTWOOD ADDN

Undivided Interest: 100%

Undine Texas Environmental, LLC

By: Authorized Agent