



## Windfern Forest Utility District

P.O. Box 4824  
Houston, Texas 77210-4824  
281-807-9500  
281-807-9299 Fax  
[www.sienviro.com](http://www.sienviro.com)

Dear Valued Customer,

We are pleased to inform you that our software system upgrade is nearly complete. As part of this transition, your water invoice, starting with the **September 2025 statement**, will feature a **new look and new account number**.

After the first complete Billing Cycle by Si Enviro, you will be able to view your Billing History, Payment History and Pay Your Bill using your credit card (Visa, MasterCard, Discover or American Express) or electronic check. We provide an online experience that is secure and convenient. More details about these new payment options as well as others are enclosed. We invite you to visit our website at [www.sienviro.com](http://www.sienviro.com).

***\*Please note: For the August 2025 statement due 9/18/2025, you will only be able to make a payment via check or money order brought to one of our offices or mailed to PO BOX 4824 HOUSTON, TX 77210-4824. Please make sure to include the service address or old account number on the check.***

Our goal is to make this transition as smooth as possible and to continue delivering the high level of service you expect from Si Environmental.

Enclosed, you will find the Payment Options and How to Read Your Bill inserts.

If you have any questions or concerns regarding the new invoice format or your account, please don't hesitate to reach out to our **Customer Care team**:

Phone: 281-807-9500

Email: [cyp.customerservice@sienviro.com](mailto:cyp.customerservice@sienviro.com)

Thank you for being a valued customer.

Sincerely,  
**Si Environmental, LLC.**

9826 Whithorn Dr, Houston, TX 77095  
Main: 281-807-9500 | Fax: 281-807-9299  
[www.sienviro.com](http://www.sienviro.com)

*"The Customer is the Most Important Person in our Business"*

### PAYMENT OPTIONS

© Pay-By-Phone (go to [www.sienviro.com](http://www.sienviro.com), find your district, the number is listed there)

- Visa/MasterCard/Discover/American Express (3% Convenience Fee\*)
  - ☐ Posts next business day
- Electronic Check (\$1.00 transaction fee\*)
  - ☐ Posts to account next business day

© Online Website (go to [www.sienviro.com](http://www.sienviro.com), find your district, click Pay Online)

- Visa/MasterCard/Discover/American Express (3% Convenience Fee\*)
  - ☐ Posts next business day
- Electronic Check (\$1.00 transaction fee\*)
  - ☐ Posts to account next business day

© Text to Pay (go to [www.sienviro.com](http://www.sienviro.com), find your district, login online to set up payment via your mobile device)

- Visa/MasterCard/Discover/American Express (3% Convenience Fee\*)
  - ☐ Posts next business day
- Electronic Check (\$1.00 transaction fee\*)
  - ☐ Posts to account next business day

© Monthly Auto-Draft (go to [www.sienviro.com](http://www.sienviro.com), find your district, login online to set up Auto-Draft)

- Visa/MasterCard/Discover/American Express (3% Convenience Fee\*)
  - ☐ Posts to account on the scheduled draft date
- Electronic Check (\$1.00 transaction fee\*)
  - ☐ Posts to account on the scheduled draft date
    - *Please note: customers who opt to sign up for e-billing and auto draft payments paid via electronic check will have the \$1.00 transaction fee waived*

© All Walmart Locations (Check-Free)

- Visa/MasterCard/Discover/American Express (3% Convenience Fee\*)
  - ☐ Posts next business day
- Electronic Check (\$1.00 transaction fee\*)
  - ☐ Posts to account next business day

© Western Union (QuickPay - various HEB, Kroger and Fiesta stores)

- \$1.50 Transaction Fee\*
  - ☐ Posts to account within (2-3) business days

\*These charges are third party transaction charges that are not associated with or collected by your Municipal Utility District or Si Environmental, LLC.

© **Online Bill-Pay (through your banking institution)**

- Please be sure to include your complete 10-digit account number when setting up Online Bill-Pay through your banking institution (ex: 90XXX-XXXXXXXXXX).
- Please be advised that Online Bill-Pay through your banking institution generally involves your bank utilizing a third-party company to create a paper check that is sent to the specified remittance address. Your Municipal Utility District nor Si Environmental, LLC. will have any control over the check creation and the mailing process for this banking institution service.

☐ Remittance address: Windfern Forest UD  
PO BOX 4824  
Houston, TX 77210-4824

☐ All payments received are processed within 1 business day of receipt by Si Environmental, LLC.

© **MUD Lockbox (Checks sent via the United States Postal Service)**

- Mailing address: Windfern Forest UD  
PO BOX 4824  
Houston, TX 77210-4824
- ☐ All payments received are processed within 1 business day of receipt by Si Environmental, LLC.

© **Operator's Drop Box Locations:**

6420 Reading Road  
Rosenberg, TX 77471

9431 Rio Grande Dr  
Houston, TX 77064

9826 Whithorn Dr  
Houston, TX 77095

- NO CASH ACCEPTED (Personal Checks, Cashier's Checks, and Money Orders only)
  - ☐ All payments received are processed within 1 business day of receipt by Si Environmental, LLC.

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9826 Whithorn Dr, Houston, TX 77095  
Main: 281-807-9500 | Fax: 281-807-9299  
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*"The Customer is the Most Important Person in our Business"*

# How to Read Your Bill

#1 – District and Remittance Address

#2 – Billing Period

#3 – Date Billing Statement Is Generated

#4 – Meter Reading Description: Date, Reads, and Gallons Used

#5 – Historic Usage History

#6 – Service Rates and Cost for Consumption

#7 – Total Balance Owed

#8 – Penalty and Amount That Must Be Paid After the Due Date

#9 – District Operator's Contact Information

#10 – District's Bill Message

#11 – Amount Due Before the Account Is Late

#12 – Date the Payment Must Be Received Before Account Is Past Due

#13 – Customer Account Number / Service Address

<b>MAKE CHECK PAYABLE TO:</b> HARRIS COUNTY WCID 96 PO BOX 4824 HOUSTON TX 77210		<b>SERVICE ADDRESS</b> 1234 MAIN STREET		<b>ACCOUNT NUMBER</b> ELB 90245-XXXX-XX																											
<b>SERVICE PERIOD</b> FROM 01/17/15 TO 02/18/15		<b>BILLING DATE</b> 02/19/15																													
<b>Readings and Consumption</b> <table border="1"> <thead> <tr> <th>Meter No.</th> <th>Read Date</th> <th>Type</th> </tr> </thead> <tbody> <tr> <td>5320VVV</td> <td>02/03/15</td> <td>W-GTS</td> </tr> <tr> <th>Current</th> <th>Prior</th> <th>Usage</th> </tr> <tr> <td>15.3</td> <td>11.5</td> <td>3.8</td> </tr> </tbody> </table>		Meter No.	Read Date	Type	5320VVV	02/03/15	W-GTS	Current	Prior	Usage	15.3	11.5	3.8	<b>TOTAL GALLONS</b> 		<table border="1"> <thead> <tr> <th>DESCRIPTION</th> <th>AMOUNT</th> </tr> </thead> <tbody> <tr> <td>BALANCE FORWARD</td> <td>60.68</td> </tr> <tr> <td>PAYMENT 02/11</td> <td>-60.68</td> </tr> <tr> <td>WATER</td> <td>26.66</td> </tr> <tr> <td>SEWER</td> <td>20.66</td> </tr> <tr> <td>VOLUNTARY FIRE</td> <td>3.00</td> </tr> <tr> <td><b>THIS MONTH</b></td> <td><b>50.32</b></td> </tr> </tbody> </table>		DESCRIPTION	AMOUNT	BALANCE FORWARD	60.68	PAYMENT 02/11	-60.68	WATER	26.66	SEWER	20.66	VOLUNTARY FIRE	3.00	<b>THIS MONTH</b>	<b>50.32</b>
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		<b>PENALTY AMOUNT</b> 7.09		<b>PAY THIS AMOUNT AFTER</b> 03/08/2015 57.41																											

DOE, JOHN & JANE

**MESSAGES** Pay your bill at [www.sienv.com](http://www.sienv.com)

**Si Environmental LLC**  
[www.sienv.com](http://www.sienv.com)  
 832-490-1600 Customer Care  
 832-490-1601 24/7 Emergency  
 1-877-382-7414 Toll Free

**Water Conservation Tips**  
 1. Learn how to use your water meter to check leaks.  
 2. Turn off water while washing your hair and save up to 150 gallons a month.  
 3. Teach children how to turn off faucets tightly after each use.  
 4. Know where your master shut-off valve is located. Were a pipe to burst, this could save gallons.

355

HARRIS COUNTY WCID 96  
 P.O. BOX 4824  
 HOUSTON, TX 77210-4824  
 832-490-1600

**Account Number** ELB 90245-XXXX-XX  
**Service Address** 1234 MAIN STREET  
**Electronic Box#** 4824

50.32	03/08/2015	57.41
ON OR BEFORE DUE DATE	DUE DATE	AFTER DUE DATE

DOE, JOHN & JANE  
 1234 MAIN STREET  
 HUMBLE TX 77396-4242

HARRIS COUNTY WCID 96  
 PO BOX 4824  
 HOUSTON TX 77210-4824

90245245161030000000574100000503200000503203

AVR, Inc.

IF YOUR MAILING ADDRESS HAS CHANGED PLEASE CORRECT  
 PLEASE RETURN BOTTOM PORTION WITH PAYMENT

**AMOUNT PAID**

**SiEnviro**  
 Si Environmental, LLC

"THE CUSTOMER IS THE MOST IMPORTANT PERSON IN OUR BUSINESS"