

TRAVIS COUNTY MUD No. 10 SERVICE AGREEMENT

500 Capital of Texas Hwy N., Bldg. 1, Ste. 125, Austin, TX 78746

Office: 512-402-1990 Fax: 512-402-0304

(Water and Wastewater)

FOR OFFICE USE ONLY

Acct# _____ Deposit \$250.00 _____ Transfer Fee \$15.00 _____ Check# _____

Read: _____

Driver's License Verification

Date Service to Begin _____ Home Phone: _____

Name: _____ Spouse/Roommate: _____

Service Address: _____
Street City State Zip

Billing Address (if different): _____
Street City State Zip

Employment: _____ Phone: _____

Spouse Employment: _____ Phone: _____

Cell Phone: _____ E-mail: _____

In case of emergency contact:

Name	Address	Area Code/Phone	Relationship
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If renting, please complete:

Owner/Rental Agent Name: _____ Phone: _____

_____ I hereby request that my personal information (address, phone number and social security number) and usage, billing and payment records be kept confidential.

By Signing up for service you are automatically enrolled in the districts IRIS alerts. You will receive email and phone notifications for events related to our service. This includes water outages, leaks, and maintenance repairs. To opt out of this service you may check the box.

Emergency Notification (IRIS) opt out

Applicant's Signature: _____

The applicant agrees to follow the rules and regulations of Travis County MUD No. 10.

Service Agreement Continued

- I. **PURPOSE.** The Travis County MUD No. 10 (the “District”) is responsible for protecting the drinking water supply from contamination or pollution which could result from improper plumbing practices. The purpose of this service agreement is to notify each customer of the restrictions which are in place to provide this protection. The District enforces these restrictions to ensure the public health and welfare. Each customer must sign this agreement before the District will begin service. In addition, when service to an existing connection has been suspended or terminated, the District will not re-establish service unless it has a signed copy of this agreement.
- II. **RESTRICTIONS.** The following unacceptable practices are prohibited by State Regulations.
- A. No Direct connection between the public drinking water supply and a potential source of contamination is permitted. Potential sources of contamination shall be isolated from the public water system by an air-gap or an appropriate backflow prevention device.
 - B. No cross-connection between the public drinking water supply and private water system is permitted. These potential threats to the public drinking water supply shall be eliminated at the service connection by the installation of an air-gap or a reduced pressure-zone backflow prevention device.
 - C. No connection which allows water to be returned to the public drinking water supply is permitted.
 - D. No pipe or pipe fitting which contains more the 8.0% lead may be used for the installation or repair of plumbing at any connection which provides water for human use.
 - E. No solder or flux which contains more than 0.2% lead can be used for the installation or repair of plumbing at any connection which provides water for human use.
- III. **SERVICE AGREEMENT.** The following are the terms of the service agreement between Travis County MUD No. 10 (the District) and _____ (the Customer).
- A. The District will maintain a copy of this agreement as long as the Customer and/or the premises is connected to the District’s water system.
 - B. The Customer shall allow his/her property to be inspected for possible cross-connections and other potential plumbing practice. These inspections shall be conducted by the District or its designated agent prior to initiating new water service; when there is reason to believe that cross-connection or other unacceptable plumbing practices exist; or after any major changes to the private plumbing facilities. The inspections shall be conducted during the District’s normal business hours.
 - C. The District shall notify the Customer is writing of any cross-connection or other unacceptable plumbing practice which has been indemnified during the initial inspection or the periodic reinspection.
 - D. The Customer shall immediately correct any unacceptable plumbing practice on his/her premises.

- E. The Customer shall, at his/her expense, properly install, test, and maintain any backflow prevention device required by the District. Copies of all testing and maintenance records shall be provided to the District.
- F. Customer understands and agrees that the District does not guarantee any specific quantity or pressure of water for any purpose whatsoever and that the District is not liable to customer for failure or refusal to furnish any particular amount pr pressure of water to Customer at any time.
- G. The Customer shall allow the District access to his/her property to inspect, maintain, and repair the grinder pump. The inspection shall be conducted during the District's normal business hours. The customer shall be notified 24 hours in advance, when possible, and in writing of an inspection or maintenance of the grinder pump. All repairs shall be considered an emergency and customer notification shall not be necessary.
Effective June 1, 2010, all new homes or other facilities served by a grinder pump shall have either a wireless or hard wired warning device installed inside the home or facility to notify the customer of a grinder pump malfunction. The District's operator will inspect this device before issuing the connection permit.

IV. ENFORCEMENT. If the customer fails to comply with the terms of the Service Agreement, the District shall, at its option, either terminate service or properly install, test, and maintain an appropriated backflow prevention device at the service connection. Any expenses associated with the enforcement of this agreement shall be billed to the Customer.

CUSTOMER'S SIGNATURE: _____

DATE: _____

ADDRESS: _____



WASTE CONNECTIONS OF TEXAS
Connect with the Future®

WASTE CONNECTIONS OF TEXAS

9907 FM 812 AUSTIN, TEXAS 78719

PHONE: (512) 282-3508 FAX: (512) 280-1099

Attn: Cheryl Karl

Travis County MUD No 10

500 N CAPITAL OF TEXAS HWY BLDG 1-125

AUSTIN, TX 78746-3334

RESIDENTIAL SOLID WASTE COLLECTION ONLY!

~PLEASE PLACE CARTS OUT BY 7:00 AM TO GUARANTEE PICK UP~

CUSTOMER NAME: _____

SERVICE ADDRESS: _____

CITY, STATE, ZIP CODE: _____

PHONE NUMBER: _____

EMAIL ADDRESS: _____

EFFECTIVE DATE: _____

FOR OFFICE USE ONLY

- | | |
|---|---|
| <input checked="" type="checkbox"/> NEW SERVICE – first pickup will occur on the effective date, or the next Monday thereafter | |
| <input type="checkbox"/> CUT-OFF SERVICE – service will be temporarily discontinued on the effective date, or the next Tuesday thereafter | |
| <input type="checkbox"/> RESTART SERVICE – service will be reinstated on the effective date, or the next Tuesday thereafter | |
| <input type="checkbox"/> STOP SERVICE – last pickup will be on the effective date, or the next Tuesday thereafter | |
| <input checked="" type="checkbox"/> DELIVER CART | <input checked="" type="checkbox"/> RECYCLE BIN |
| <input type="checkbox"/> EXCHANGE CART | <input type="checkbox"/> EXCHANGE BIN |
| <input type="checkbox"/> PICKUP CART | <input type="checkbox"/> PICKUP BIN |

Travis County MUD No. 10

500 N Capital of Texas Hwy. Bldg 1, Suite 125, Austin, TX 78746

Office: 512-402-1990 Fax: 512-402-0304

IMPORTANT INFORMATION Regarding the Emergency Notification System

Travis County MUD No. 10 provides, at no cost to you, an instant Emergency Notification system. In the event of a water or wastewater emergency or service interruption, Travis County MUD No. 10 will notify you through:

- ▶ Home phone
- ▶ Text messaging
- ▶ Cell phone
- ▶ E-mail

I understand that my email address is confidential and is not subject to disclosure under the Texas Open Records Act.

- I request that my personal information (address, telephone number, or social security number), as listed in Section 182.052, Texas Utilities Code, be kept confidential.
(Please check the box to protect your personal information.)

SERVICE ADDRESS: _____

Utility Customer Name:

Email Address 1st Option: **REQUIRED**

Utility Customer Name:

Email Address 2nd Option:

Please indicate how you would like to be contacted: *Please check all that apply*

Priority #1 Phone Number :

Home Cell Text

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Priority #2 Phone Number :

Home Cell Text

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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* Phones are contacted based on priority order you select. A message will be left if no one answers.

Customer Signature

Travis County MUD No. 10

500 N Capital of Texas Hwy, Bldg. 1, Suite 125

Austin, TX 78746

512-402-1990

Dear Customer:

As you may be aware, **the wastewater system in Travis County MUD #10 is a state of the art, low pressure wastewater (sewer) system** which operates on pressure from individual grinder pumps at each home. Wastewater is pushed through the wastewater mains by the grinder pumps to the treatment plant and, once treated the effluent is irrigated on to designated land. The system works very well and the treated effluent is near "drinking water" in quality.

We do need your help. If items which are made of plastic, rubber, syringes, plastic bottles, hygiene products, diapers, or other substantial materials, other than toilet paper, are flushed into the wastewater system; your system could stop up causing a back-up into your home, your grinder pump may be damaged; and if enough of these materials enter the system, the wastewater plant could be affected. **Please only flush personal waste and toilet paper down your toilets to keep our system working properly.**

The operating policy for Travis County MUD #10 provides that the homeowner will maintain the wastewater (sewer) system in their home and associated piping until it enters the grinder pump tank (outside your home). The District will maintain the tank, controls, grinder pump, and the pressurized piping leading to the street and onward to the wastewater treatment plant; **but repairs due to flushing inappropriate items into the grinder pump system or physical damage to the system will be a homeowner expense, which is easily avoided by not flushing these items** which will be caught in the grinder pump tank and pump at your home.

Your cooperation will help to insure the proper operation of our wastewater system and will reduce costs to all of us. **If you do experience a wastewater (sewer) problem with your grinder pump (red light on); immediately stop using the wastewater system and call the District office at (512) 402-1990.**

Your cooperation will be greatly appreciated.

**Travis County MUD No. 10
Board of Directors**

Travis County MUD No. 10

500 N Capital of Texas Hwy, Building 1 Suite 125
Austin, Texas 78746
(512) 402-1990

Stage I: “Mild Drought”

Color: White

Dear Resident:

According to the District’s Drought Contingency Plan, when the combined storage in Lakes Travis and Buchanan is less than 1.6 million acre-feet, but above 1.1 million acre-feet, Stage 1 “Mild Drought” is in effect.

The following “Mild Drought” response measures shall be taken:

Stage I “Mild Drought” conditions request residents to **voluntarily reduce water consumption by practicing conscious water conservation and use of outdoor sprinkler systems wisely by watering in the early morning or during the night**, and by minimizing or discontinuing outdoor water use for non-essential purposes.

Should you have any questions regarding this notice, please contact the Utility Office at (512) 402-1990.

Respectfully,

Travis County MUD No. 10

TRAVIS COUNTY MUNICIPAL UTILITY DISTRICT NO. 10

Information Sheet

(These fees are for residential only)

Tap Fees:

5/8" Meter	\$1,500.00
3/4" Meter	\$2,000.00
1" Meter	\$2,750.00
1.5" Meter	\$4,000.00
2" Meter	\$5,500.00
Sewer Tap Fee	\$1,500.00
Grinder Pump Fee	\$4,000.00
5 Plumbing Inspection Fee (rough,copper,topout,yardlines,final)	\$ 287.50
Re-Inspections or inspections not cover above	\$ 57.50 each
Builder Deposit	\$ 750.00

Temporary Water Service Fees:

Deposit	\$ 250.00
Installation	\$ 50.00
Water Rate per thousand gallons	\$ 3.50

Single Family Water/Sewer Rates:

Residential Base Rate (including 10,000 gallons)	\$ 35.00
Per 1,000 (10,001 gallons - 20,000 gallons)	\$ 2.75
Per 1,000 (Over 20,001- 30,000 gallons)	\$ 3.00
Per 1,000 (Over 30,001 – 59,999 gallons)	\$ 7.50
Per 1,000 (Over 60,000 gallons and over)	\$ 10.00
Sewer Base Flat Rate	\$ 50.25
Grinder Pump Maintenance Charge	\$ 30.00

Multi Family Rates:

Condo Base Rate (including 10,000 gallons)	\$ 35.00
Per 1,000 (10,001 gallons - 20,000 gallons)	\$ 2.75
Per 1,000 (Over 20,001- 30,000 gallons)	\$ 3.00
Per 1,000 (Over 30,001 – 59,999 gallons)	\$ 7.50
Per 1,000 (Over 60,000 gallons and over)	\$ 10.00
Sewer Base Flat Rate	\$ 19.00
Condor Owner's Association Flat Rate	\$ 50.25

Out of District Water/Sewer Rates:

Base Rate (including 10,000 gallons)	\$ 70.00
Per 1,000 (10,001 gallons - 20,000 gallons)	\$ 5.50
Per 1,000 (Over 20,001- 30,000 gallons)	\$ 6.00
Per 1,000 (Over 30,001 – 59,999 gallons)	\$ 15.00
Per 1,000 (Over 60,000 gallons and over)	\$ 20.00
Sewer Flat Rate	\$ 238.00
Grinder Pump	\$ 60.00

Public Spaces/Common Areas Water Rates:

Sections 1, 2, and 4 per 1,000	\$ 1.00
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<i>Plus Stage 1 Surcharge (75,001 +)</i>	\$ 2.25
Sections 3 and 6 per 1,000	\$ 1.00
<i>Plus Stage 1 Surcharge (50,001 +)</i>	\$ 2.25
Section Waterstone per 1,000	\$ 1.00
<i>Plus Stage 1 Surcharge (200,001 +)</i>	\$ 2.25

Termination Charges:

Reconnection fee	\$ 55.00
Meter Removed Installation fee	\$ 55.00
Plus Security Deposit (only up to \$150.00)	\$ 75.00
Request by User (discontinuing and restoring service each)	\$ 20.00

Miscellaneous Charges:

Security Deposit New Customers	\$ 250.00
Monthly Administration Fee	\$ 5.00
After –Hours Service Charge (Non business hours; Saturdays and Sundays and after 4:00 pm on weekdays)	\$ 60.00
Return Check Charge	\$ 25.00
Transfer Fee	\$ 15.00

Late Payment Penalty: A late charge of 10% of the bill shall be added for each monthly billing date the delinquent account remains unpaid.