

**North Austin Municipal Utility District # 1**  
**Water/Wastewater Service Application**

Return to: North Austin MUD #1  
C/O Crossroads Utility Services  
2601 Forest Creek Drive  
Round Rock, Texas 78665-1232

Work Order #: \_\_\_\_\_

Today's Date: \_\_\_\_\_

Applicant's Name: \_\_\_\_\_

Date to Begin Service: \_\_\_\_\_

Service Address: \_\_\_\_\_

Property Owner's Name: \_\_\_\_\_

Billing Address: \_\_\_\_\_

Property Owner's Address: \_\_\_\_\_

Applicant's Phone No. \_\_\_\_\_

Property Owner's Number: \_\_\_\_\_

Applicant is:  Owner  Tenant  Other \_\_\_\_\_

Applicant's Driver's License: \_\_\_\_\_

Applicant's Employer: \_\_\_\_\_

Applicant's Social Security No.: \_\_\_\_\_

Work Phone: \_\_\_\_\_

Spouse's Name & Work No.: \_\_\_\_\_

Does Property Have:

Irrigation System     Water Softener     Pool     Spa

The undersigned hereby makes application to North Austin MUD #1 for water and wastewater services. We/I understand and agree that we/I will be responsible for all water and wastewater services provided to the property described in this application until such time as service to the property is disconnected in accordance with the District's Rules and Regulations regarding utility services. We/I agree to comply with the District's Rules and Regulations and to pay for all utility services rendered to the property in a timely manner and understand that a violation of the Rules and Regulations may result in a penalty and/or termination of utility services to my/our property. We/I represent that the information above is true and correct.

Signed: \_\_\_\_\_

House Bill 859 requires "government-operated" Utilities to notify customers of their right to confidentiality. You have the right to request confidentiality of your personal information contained in our records. "Personal information" as defined by the statute means an individual's address, telephone number, or social security number.

Accept

Decline

Signed: \_\_\_\_\_

**For District Use Only**

Date of Application: \_\_\_\_\_

Test and maintenance report.

Security Deposit: \_\_\_\_\_

Service inspection certification.

Application Fee: \_\_\_\_\_

Transfer document (builder to owner).

**\*\*PLEASE FILL IN BLANKS, SIGN, AND RETURN WITH THE SECURITY DEPOSIT AND AN APPLICATION FEE\*\***

**\*\*\*PLEASE SIGN AND RETURN THIS COPY\*\*\***

North Austin Municipal Utility District

Customer Service Agreement

**I. PURPOSE**

The North Austin Municipal Utility District (the "Water System") is responsible for protecting the drinking water supply from contamination or pollution that could result from improper plumbing practices. The purpose of this Customer Service Agreement (the "Agreement") is to notify each customer of the plumbing restrictions that are in place to provide this protection. The utility enforces these restrictions to ensure the public health and welfare. Each customer must sign this Agreement before the North Austin Municipal Utility District will begin service. In addition, when service to an existing connection has been suspended or terminated, the Water System will not re-establish service unless it has a signed copy of this Agreement.

**II. PLUMBING RESTRICTIONS**

The following unacceptable plumbing 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 a 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 that allows water to be returned to the public water supply is permitted.
- D. No pipe or pipe fitting which contains more than 8.0% lead may be used for the installation or repair of plumbing at any connection that provides water for human use.
- E. No solder or flux that contains more than 0.2% lead can be used for the installation or repair of plumbing at any connection that provides water for human use.

**III. CUSTOMER SERVICE AGREEMENT**

The following are the terms of the Customer Service Agreement between the North Austin Municipal Utility District and \_\_\_\_\_ (the "Customer").

- A. The Water System will maintain a copy of this Agreement as long as the Customer and/or the premises is connected to the Water System.
- B. The Customer shall allow his property to be inspected for possible cross-connections and other unacceptable plumbing practices. These inspections shall be conducted by the Water System or its designated agent prior to initiating new water service; when there is reason to believe that cross-connections or other unacceptable plumbing practices exist; or after any major changes to the private plumbing facilities. The inspections shall be conducted during the Water System's normal business hours.
- C. The Water System shall notify the Customer in writing of any cross-connection or other unacceptable plumbing practice that has been identified during the initial inspection or the periodic reinspection.
- D. The Customer shall immediately correct any unacceptable plumbing on his premises.
- E. The Customer shall, at his expense, properly install, test, and maintain any backflow prevention device required by the Water System. Copies of all testing and maintenance shall be provided to the Water System.

**IV. ENFORCEMENT**

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

By: \_\_\_\_\_  
Customer's Signature

Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_

**\*\*\*CUSTOMER COPY\*\*\***  
North Austin Municipal Utility District  
Customer Service Agreement

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# NORTH AUSTIN MUNICIPAL UTILITY DISTRICT #1

2601 Forest Creek Drive | Round Rock, Texas 78665-1232 | 512-246-1400

## **BASIC SERVICES:**

Water	\$ 6.00
Sewer	\$ 6.00
Garbage	<u>\$14.00</u>
	\$26.00

## **WATER RATES:**

Residential: \$6.00 Base Rate includes 1,000 gallons, plus \$3.60 per 1,000 gallons

Commercial: Base Rate is based on meter size, plus \$5.00 per 1,000 gallons

## **SEWER RATES:**

Residential: If residential customer does not have an acceptable history of water usage during the preceding December, January, and February, the customer's monthly sewer bill shall be calculated based upon 1) the customer's current monthly water usage; or 2) on the basis of 8,000 gallons water usage per month at a rate of \$6.00 Base Fee, which includes 1,000 gallons, plus \$5.50 per 1,000 gallons.

Commercial: \$6.00 Base Fee, which includes 1,000 gallons, plus \$7.22 per 1,000 gallons.

## **SECURITY DEPOSIT:**

Owner's Deposit: \$150.00 After two (2) years of consecutive prompt payment a customer shall, upon written request, be entitled to a full refund of the security deposit. A deposit must be fully reinstated in the event that water service is terminated due to late payments, insufficiently funded check, or if the customer has two (2) late payments in a twelve (12) month period.

Renter's Deposit: \$200.00 This deposit is non-refundable during the period of time the customer resides in the District.

Additional deposits will be required if water services are terminated for any reason.

Upon receipt of the customer's request for service termination (this may be Owner or Renter), Crossroads Utility Services will take a final reading of the water meter in order to calculate a final bill. A review of the account will follow and any deposit on file will be applied to the final bill. If the amount of the final bill is less than the amount of the deposit, a refund check will be mailed. If, after the deposit is applied there remains a balance due on the account a bill will be rendered and shall be due upon receipt.

## **TRANSFER/NAME CHANGE:**

\$30.00 Non-Refundable

## **PAYMENTS:**

Payments may be mailed to North Austin MUD #1, P.O. Box 4901, Houston, Texas 77210-4901.

## **RETURNED CHECKS:**

The normal customary fee will be charged to the customer for checks returned due to insufficient funds. The customer's dishonored check will be returned to the service address with a notice stating service will be discontinued after three (3) days unless the entire balance of the account is brought current. Payment must be made by cash, money order or cashier's check.

## **LATE PAYMENT:**

A late payment charge of ten percent (10%) of the unpaid balance shall be added for each monthly billing date the delinquent amount remains unpaid. Due date is the twentieth (20<sup>th</sup>) day of each month. Penalty is assessed on the twenty-first (21<sup>st</sup>) day.

## **RECONNECT FEE:**

If service is terminated, either administratively or physically, the customer must pay a \$45.00 reconnect fee. If there is use of metered water after disconnection of service, the meter will be removed and \$100.00 will be charged for reconnection to the District's system.

## **TAP FEE:**

(Generally pertains to Builders only)

Residential 5/8"	Water \$400.00	Inspection Fee	\$25.00
	Sewer \$400.00		

## **RATTAN CREEK POOL:**

Registration (application and payment) is handled at the Community Center. For more information, please visit the District's website.

## **GENERAL MANAGER:**

Gary Spoons, Crossroads Utility Services, 2601 Forest Creek Drive, Round Rock, TX 78665-1232.

## **DISTRICT WEBSITE:**

[www.northaustinmud1.org](http://www.northaustinmud1.org)