

# TRAVIS COUNTY MUD No. 10

## Multi Family/Condo Residential Service Application

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

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

<b>OFFICE USE ONLY</b>			
Account: _____	Read: _____	<input type="checkbox"/> Driver's License Verification	
Deposit: <u>\$250.00</u>		Transfer Fee: <u>\$15.00</u>	Check Number: _____

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: \_\_\_\_\_

All personal information in the customer's account (address, phone number, driver's license, usage, billing and payment records) is automatically kept confidential unless requested by the customer to opt out. HB 872, Section 812.052 of the utilities code effective June 18, 2021

**Customer Confidentiality OPT OUT**

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** is responsible for protecting the drinking water supply from contamination or pollution which could result from improper system construction or configuration on the retail connection owner's side of the meter. The purpose of this service agreement is to notify each customer of the restrictions which are in place to provide this protection. The public water system enforces these restrictions to ensure the public health and welfare. Each retail customer must sign this agreement before the **Travis County MUD No. 10** will begin service. In addition, when service to an existing retail connection has been suspended or terminated, the water system 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 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 which allows water to be returned to the public drinking water supply is permitted.
  - D. No pipe or pipe fitting which contains more than 0.25% 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** 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 potential contamination hazards. 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 potential contamination hazards exist; or after any major changes to the private water distribution 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 potential contamination hazard which has been identified during the initial inspection or the periodic reinspection.
  - D. The Customer shall immediately remove or adequately isolate any potential cross-connections or other potential contamination hazards 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 records shall be provided to the Water System.
- F. 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.
- G. 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 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

CUSTOMER'S SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

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## 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 MUNICIPAL UTILITY DISTRICT NO. 10

Information Sheet 3.1.2023

(These fees are for residential only)

## **Single Family Water/Sewer Rates:**

Residential Base Rate (including 10,000 gallons)	\$ 37.00
Per 1,000 (10,001 gallons - 20,000 gallons)	\$ 3.50
Per 1,000 (Over 20,001- 30,000 gallons)	\$ 4.50
Per 1,000 (Over 30,001 – 59,999 gallons)	\$ 9.50
Per 1,000 (Over 60,000 gallons and over)	\$ 15.00
Sewer Base Flat Rate	\$ 55.00
Grinder Pump Maintenance Charge	\$ 32.00

## **Multi Family Rates:**

Condo Base Rate (including 10,000 gallons)	\$ 37.00
Per 1,000 (10,001 gallons - 20,000 gallons)	\$ 3.50
Per 1,000 (Over 20,001- 30,000 gallons)	\$ 4.50
Per 1,000 (Over 30,001 – 59,999 gallons)	\$ 9.50
Per 1,000 (Over 60,000 gallons and over)	\$ 15.00
Sewer Base Flat Rate	\$ 21.00
Condor Owner's Association Flat Rate	\$ 55.00

## **Out of District Water/Sewer Rates:**

Base Rate (including 10,000 gallons)	\$ 74.00
Per 1,000 (10,001 gallons - 20,000 gallons)	\$ 7.00
Per 1,000 (Over 20,001- 30,000 gallons)	\$ 9.00
Per 1,000 (Over 30,001 – 59,999 gallons)	\$ 19.00
Per 1,000 (Over 60,000 gallons and over)	\$ 30.00
Sewer Flat Rate	\$ 305.00
Grinder Pump	\$ 64.00

## **Public Spaces/Common Areas Water Rates:**

Sections 1, 2, and 4 per 1,000	\$ 1.10
Sections 3 and 6 per 1,000	\$ 1.10
Section Waterstone per 1,000	\$ 1.10

## **Termination of Service Charges:**

Reconnection fee	\$ 55.00
Plus Security Deposit (only up to \$150.00)	\$ 75.00
After –Hours Service Charge (Saturdays and Sundays and after 4:00 pm on weekdays)	\$ 60.00
Holiday Service Charge	\$ 75.00
Meter Removed Installation fee	\$ 55.00
Requested by User (discontinuing and restoring service each)	\$ 20.00
Requested by User After Hours (Saturdays and Sundays and after 4:00 pm on weekdays)	\$ 40.00

## **Miscellaneous Charges:**

Security Deposit New Customers	\$ 250.00
Monthly Administration Fee (temporary water only)	\$ 5.00
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.