

# TRAVIS COUNTY MUD No. 10

## Single Family Residential Service Application

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

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

### OFFICE USE ONLY

Account: \_\_\_\_\_ Read: \_\_\_\_\_ ☐ Driver's License Verification

Deposit: \$250.00 Transfer Fee: \$15.00 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: \_\_\_\_\_



WASTE CONNECTIONS OF TEXAS  
*Connect with the Future®*

**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

☒ NEW SERVICE – first pickup will occur on the effective date, or the next Monday thereafter

☐ CUT-OFF SERVICE – service will be temporarily discontinued on the effective date, or the next Tuesday thereafter

☐ RESTART SERVICE – service will be reinstated on the effective date, or the next Tuesday thereafter

☐ STOP SERVICE – last pickup will be on the effective date, or the next Tuesday thereafter

☒ DELIVER CART

☒ RECYCLE BIN

☐ EXCHANGE CART

☐ EXCHANGE BIN

☐ PICKUP CART

☐ 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

Priority #2 Phone Number :

Home

Cell

Text

\* Phones are contacted based on priority order you select. A message will be left if no one answers.

Customer

Signature

# 2023 TRAVIS COUNTY MUD #10 TRASH & RECYCLE COLLECTION

Customer service 512.282.3508

## Trash Collection

- The **green cart** is for Trash. Place your normal household trash items in the green trash cart.
- Place your carts at the curb for collection before 7 am every **MONDAY**
- DO NOT put medical waste, hazardous waste, explosives, flammable liquids pesticides, or animal carcass in the cart or on the curb.
- DO NOT put any construction material, dirt, rock, or yard waste in your cart.

## Recycle Collection

- The **blue cart** is for recycling.
- Place your blue cart at the curb for collection before 7 am every **other MONDAY**
- All recyclables must be inside the cart.
- The image below shows acceptable single stream recycling materials.



**Trash Pickup Only Every Monday**

**Trash & Recycle Pickup Every Other Monday**

**Holiday Observed Service one day late**



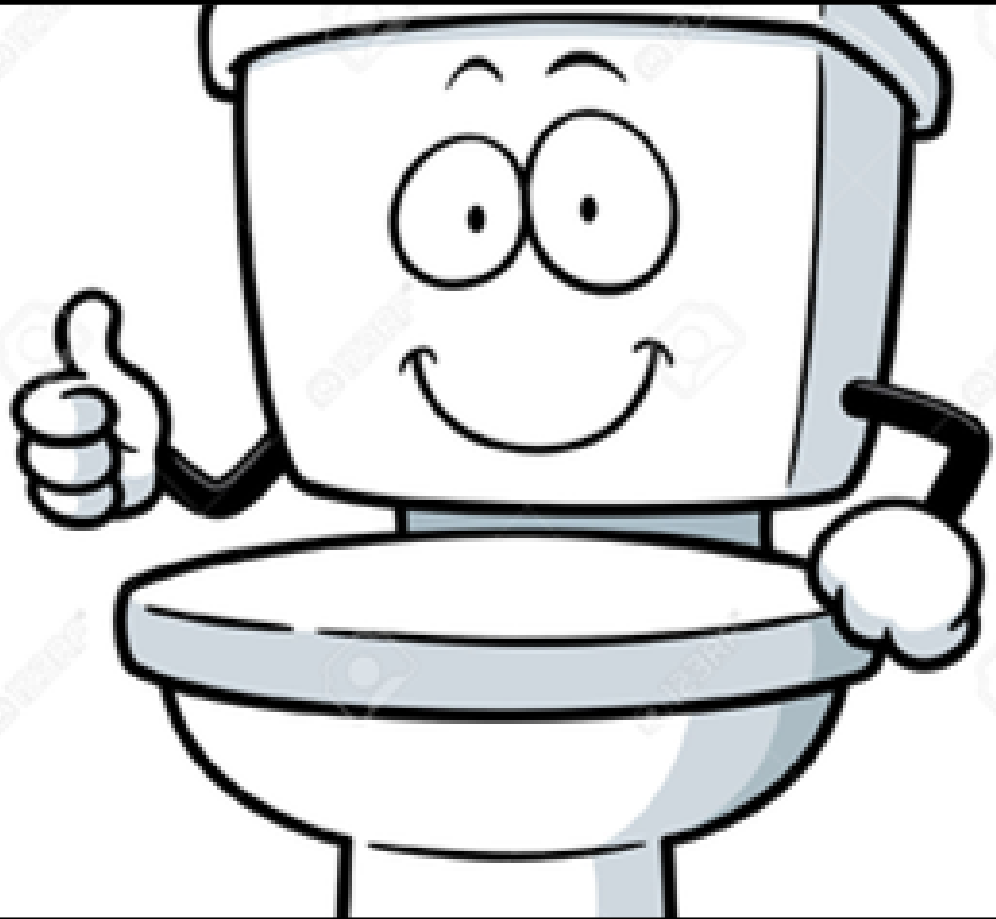
January 2023							February 2023							March 2023							April 2023						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
1	2	3	4	5	6	7				1	2	3	4				1	2	3	4							1
8	9	10	11	12	13	14	5	6	7	8	9	10	11	5	6	7	8	9	10	11	2	3	4	5	6	7	8
15	16	17	18	19	20	21	12	13	14	15	16	17	18	12	13	14	15	16	17	18	9	10	11	12	13	14	15
22	23	24	25	26	27	28	19	20	21	22	23	24	25	19	20	21	22	23	24	25	16	17	18	19	20	21	22
29	30	31					26	27	28	29	30			26	27	28	29	30	31		23	24	25	26	27	28	29
																					30						

May 2023							June 2023							July 2023							August 2023						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
	1	2	3	4	5	6					1	2	3							1			1	2	3	4	5
7	8	9	10	11	12	13	4	5	6	7	8	9	10	2	3	4	5	6	7	8	6	7	8	9	10	11	12
14	15	16	17	18	19	20	11	12	13	14	15	16	17	9	10	11	12	13	14	15	13	14	15	16	17	18	19
21	22	23	24	25	26	27	18	19	20	21	22	23	24	16	17	18	19	20	21	22	20	21	22	23	24	25	26
28	29	30	31				25	26	27	28	29	30		23	24	25	26	27	28	29	27	28	29	30	31		
														30	31												

September 2023							October 2023							November 2023							December 2023						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
					1	2	1	2	3	4	5	6	7				1	2	3	4						1	2
3	4	5	6	7	8	9	8	9	10	11	12	13	14	5	6	7	8	9	10	11	3	4	5	6	7	8	9
10	11	12	13	14	15	16	15	16	17	18	19	20	21	12	13	14	15	16	17	18	10	11	12	13	14	15	16
17	18	19	20	21	22	23	22	23	24	25	26	27	28	19	20	21	22	23	24	25	17	18	19	20	21	22	23
24	25	26	27	28	29	30	29	30	31					26	27	28	29	30			24	25	26	27	28	29	30
																					31						

**NOTE:** Waste Connections requires each homeowner to use the trash bin provided for trash. You may place up to six (6) additional 30-33 gallons standard garbage bags or bundles less than 2 cubic yards (6'x3'x3') not to exceed 40 pounds next to the trash bin. Bundles must be wrapped with twine or string in 4-foot sections.

# THINK BEFORE YOU FLUSH!



## Do Not Flush These Items:

- ❖ Wipes of any kind (even the 'flushable' ones)
- ❖ Paper towels
- ❖ Cat litter (even the 'flushable' kind)
- ❖ Hygiene products
- ❖ Grease, fats or oils
- ❖ Cigarette Butts
- ❖ Cotton swaps or tips
- ❖ Diapers
- ❖ Fish
- ❖ Hair

**Our sewer system was designed to transport toilet paper and human waste. Flushing anything else can cause clogs to occur in your home and the municipal plumbing lines. Even items marketed as 'flushable' won't breakdown nearly as fast as toilet paper and are a big problem today.**

- **If a clog occurs in your home's plumbing, the responsibility and cost falls on you.**
- **If a clog occurs in the municipal sewer line, the cost of repairs could be passed on to users in the form of higher utility fees.**

**TRAVIS COUNTY MUD NO.10**  
**500 N. Capital of Texas Hwy**  
**Building 1, Suite 125 Austin, TX 78746**  
**512-402-1990**

Dear Customer,

The District needs your help to conserve water. The extended drought has caused the combined storage lake levels in Lake Buchanan and Lake Travis to drop below 1.1 million acre-feet. The lower combined storage lake level triggers Stage II of the District's Drought Contingency Plan (DCP).

Under the Stage II DCP, District residents have a monthly\* watering allocation. Single-family homes are allotted 30,000 gallons of water per month, while those in the condominiums are allotted 20,000 gallons per month. (Please see the chart below.) *\*Monthly is calculated based on monthly billing cycles, not calendar months.*

Monthly usage at or below the monthly allowance will be billed at normal rates. **However, if monthly usage exceeds the allowance, the excess water usage will be charged a penalty of 150% of normal rates, so be careful to avoid the higher rates.**

A complete copy of the District's DCP is located on the [District's website](#), under the Documents tab.

Monthly Watering Allowance	Stage I	Stage II
Single Family Homes	N/A	30,000 GAL
Multiple Family Homes	N/A	20,000 GAL
Sections 1 & 2 common Areas	75,000 GAL	50,000 GAL
Section 3 Common Area	50,000 GAL	30,000 GAL
Section 4 Common Area	75,000 GAL	30,000 GAL
Section 6 Common Area	50,000 GAL	30,000 GAL
Waterstone Common Area	200,000 GAL	150,000 GAL

Single-Family homes have electronic water meters and homeowners can set up an account with EyeOnWater to track their water usage and set up leak alerts. [Click here](#) or visit the Documents tab located on the [District's website](#) for instructions of how to set up your EyeOnWater account.



The District appreciates your cooperation in conserving this precious resource.

Respectfully,  
TC MUD No.10



# Travis County MUD No. 10

500 N Capital of Texas Hwy. Bldg 1 Suite 125

Austin, TX 78746

Office: 512-422-1990

Dear Customer,

This is a friendly reminder that with your electronic water meter, you have access to your water usage 24/7. If you have not already signed up for **EyeOnWater**, you are missing out on being able to manage your water usage and set leak alerts.

To access the website and set up your personal account, simply click on the link below <https://eyeonwater.com/signup> and follow the instructions to create your personal account.

You will need the following to get started.

1. Zip code
2. Email address
3. Account number from your water bill (ex. X-XX-XXXXX-XX)

*If you do not have your water bill, you can call the water utility office at 512-402-1990  
M-TH from 8am-4:30pm, or Friday until 4pm*

You can also download the EyeOnWater app from Apple App Store or Google Play.

Below are helpful YouTube videos on how to set up and use the EyeOnWater software for both mobile and desktop applications.

Desktop: [https://www.youtube.com/watch?v=I\\_7L6fnDi\\_I](https://www.youtube.com/watch?v=I_7L6fnDi_I)

Mobile: <https://www.youtube.com/watch?v=9xzSZ0lml-s>

We encourage you to take advantage of the EyeOnWater application.

*Note: Condos have not switched to electronic meters yet.*

Sincerely,

Travis County MUD No. 10



# EyeOnWater

## See Your Water Usage

Follow these simple instructions to see your water usage information online.

1

**Steps to Create an EyeOnWater Account**

1. Enter your service or billing address ZIP/Postal Code.
2. Enter your account number as it appears on your water bill. Don't have a copy of your water bill? Contact your utility.
3. Enter and confirm your email address.
4. Create and confirm your password.
5. Read and accept the Terms of Use.
6. Verify your email address in the confirmation email.
7. Enjoy using EyeOnWater!

**SAMPLE WATER BILL**

CUSTOMER NAME	SERVICE LOCATION	ACCOUNT NUMBER
JANE SMITH	123 MAIN STREET	123456789

Service or Billing ZIP/Postal Code:

Account Number:

Enter your Account Number

Some utilities use a customer number, others omit hyphens, trailing zeros and non-numeric characters. When in doubt, consult your utility to learn which number to use when creating an EyeOnWater account.

**Next**

Already have an account? Sign in here.

Visit <https://eyeonwater.com/signup> to create your online account. Enter your service or billing ZIP/postal code and your account number.

4

Welcome, please activate your water account

**Water Utility** to me

Hi Jane Smith,

You're almost finished signing up for online access to your Water Utility account. Please click the verification link below to activate your account and sign in.

[Click here](#) to verify your email address.

Click on the link in the email to verify your email address.

2

**Steps to Create an EyeOnWater Account**

1. Enter your service or billing address ZIP/Postal Code.
2. Enter your account number as it appears on your water bill. Don't have a copy of your water bill? Contact your utility.
3. Enter and confirm your email address.
4. Create and confirm your password.
5. Read and accept the Terms of Use.
6. Verify your email address in the confirmation email.
7. Enjoy using EyeOnWater!

**SAMPLE WATER BILL**

CUSTOMER NAME	SERVICE LOCATION	ACCOUNT NUMBER
JANE SMITH	123 MAIN STREET	123456789

Full Name:

John SMITH

Email Address:

jsmith@example.com

Confirm Email Address:

jsmith@example.com

Password:

Password Strength:

Confirm Password:

☒ I have read the Terms of Use for this application and agree to the provisions.

**Next**

Already have an account? Sign in here.

Enter your name and email address. Confirm the address, and then create and confirm a password. Passwords must be 8 to 16 characters long.

5

**My Account**

Email Address:

jsmith@example.com

Password:

**Sign In**

**Did you know?**

One in eight people worldwide do not have access to clean water, according to the World Health Organization.

After clicking the link in your email, enter your email address and password to sign in.

3

**Did you know?**

One in eight people worldwide do not have access to clean water, according to the World Health Organization.

We have sent a verification email to the following address, please open the link in the email and return to this app to complete the sign up process.

Email Address:

jsmith@example.com

**Resend Email**

Check your email for the verification message that has just been sent.



Once you're logged in, you'll be able to view your water consumption and even set a leak alert.

# 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.