

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: _____

Travis County Municipal Utility District No. 10

Customer Agreement for Grinder Pump Care

Travis County MUD No. 10, ("the District"), has provided each home with a grinder pump system which includes a tank, the pumping system, and a control panel with alarm light, and a secondary jewel alarm.

If your grinder pump panel alarm activates, or you are having trouble with your grinder pump, please call the District's office at 512 402-1990 and a technician will respond.

Please do not call a plumber or try to repair or modify your grinder pump. Any changes or alterations to a grinder pump could result in the homeowner being responsible for damages or the cost to convert the grinder pump back to the District's specifications.

Unauthorized Practices:

- Never pour grease down the drains. Grease clogs the system and the floats from working properly and will travel to the main sewer plant and cause more expensive damage.
- Never flush anything, including marketed disposable wipes, but waste and toilet paper.
- Do not install driveways, sidewalks or slabs of any kind over grinder pump tanks and their discharge lines.
- Do not try to relocate the grinder pump panel. The grinder pump tank cannot be more than three (3) feet from the control panel.
- No retaining walls may be constructed within a five (5) feet radius of the grinder pump.
- No landscaping such as rock, may be installed within a three (3) feet radius of the grinder pump. Sod and/or zeroscaping is allowed up to the grinder pump, as long as it does not cover the grinder pump and sits a minimum of 3" below the grinder pump.
- In the event of a grinder pump issue, the District will need quick access to the system. Any earth or vegetation removal work that would require excavation, will be at the homeowner's expense. If the repair technician is unable to access the grinder pump system due to obstacles such as trailers, cars, landscaping, etc., the homeowner will be charged for any additional trips made to the site to complete the repair. The District will not be responsible for replacing any items that are damaged during this excavation.

Print Customer's First & Last Name

Signature

Date



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

TRAVIS COUNTY MUD NO.10
500 NORTH CAPITAL OF TEXAS HWY
BUILDING 1, SUITE 125 AUSTIN, TX 78746
512-402-1990

August 14, 2023

Dear Customer,

Travis County MUD No.10 has moved to **Stage III – Severe Drought** of its Drought Contingency Plan (DCP)

The Central Texas area is experiencing a severe drought, and combined with extreme high temperatures, it continues to cause Texas lake levels to decline, including Lake Travis. The District purchases raw water from LCRA via a contract and draws water out of Lake Travis to treat and produce potable drinking water for its residents. Such purchases are subject to LCRA's Drought Contingency Plan (DCP) as well as the DCP of Travis County MUD No.10. [Click here](#) to view the District's DCP.

The combined storage for Lake Travis and Lake Buchanan has fallen below 900,000 acre-feet and the Lower Colorado River Authority (LCRA) has instructed customers to implement this next stage to help reduce water consumption.

What does this mean to you?

- Yard irrigation is only allowed once per week.
- The monthly household water allowance has been decreased as shown below in the chart. If usage exceeds the allowance, rates for the excess water usage will be multiplied by 200% of normal rates for residential use and 400% of normal rates for all common areas.

Monthly Watering Allowance	Stage III - SEVERE
Single Family Homes	20,000 GAL
Multiple Family Homes	15,000 GAL
Sections 1 & 2 Common Areas	25,000 GAL
Section 3 Common Areas	15,000 GAL
Section 4 Common Areas	25,000 GAL
Section 6 Common Areas	15,000 GAL
Waterstone Common Areas	75,000 GAL
WATERING SCHEDULE	ONCE PER WEEK

Please make sure your irrigation system controllers are properly programmed to the authorized day for watering. Ensure your irrigation systems are working properly and repair any broken sprinkler heads or lines quickly.

If you have any questions, please feel free to contact the District's office at 512.402.1990.

Sincerely,

The Travis County MUD No.10 Board of Directors

2024 TRAVIS COUNTY MUD #10 TRASH & RECYCLE COLLECTION

Customer Service 512.282.3508

Trash Collection

- The **green** cart is for Trash
- Please put your normal household trash items in the green trash cart
- Please place your carts at the curb for collection before 7 am every **MONDAY**
- Please DO NOT put medical waste, hazardous waste, explosives, flammable liquids pesticides, or animal carcass in the cart or on the curb for collection
- Please 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 Only



Trash & Recycle



Holiday Observed Service one day late



JANUARY							FEBRUARY							MARCH							APRIL							
S	M	T	W	TH	F	S	S	M	T	W	TH	F	S	S	M	T	W	TH	F	S	S	M	T	W	TH	F	S	
		1	2	3	4	5	6					1	2	3						1	2		1	2	3	4	5	6
7	8	9	10	11	12	13	4	5	6	7	8	9	10	3	4	5	6	7	8	9	7	8	9	10	11	12	13	
14	15	16	17	18	19	20	11	12	13	14	15	16	17	10	11	12	13	14	15	16	14	15	16	17	18	19	20	
21	22	23	24	25	26	27	18	19	20	21	22	23	24	17	18	19	20	21	22	23	21	22	23	24	25	26	27	
28	29	30	31				25	26	27	28	29			24	25	26	27	28	29	30	28	29	30					
														31														
MAY							JUNE							JULY							AUGUST							
S	M	T	W	TH	F	S	S	M	T	W	TH	F	S	S	M	T	W	TH	F	S	S	M	T	W	TH	F	S	
				1	2	3	4						1		1	2	3	4	5	6					1	2	3	
5	6	7	8	9	10	11	2	3	4	5	6	7	8	7	8	9	10	11	12	13	4	5	6	7	8	9	10	
12	13	14	15	16	17	18	9	10	11	12	13	14	15	14	15	16	17	18	19	20	11	12	13	14	15	16	17	
19	20	21	22	23	24	25	16	17	18	19	20	21	22	21	22	23	24	25	26	27	18	19	20	21	22	23	24	
26	27	28	29	30	31		23	24	25	26	27	28	29	28	29	30	31				25	26	27	28	29	30	31	
							30																					
SEPTEMBER							OCTOBER							NOVEMBER							DECEMBER							
S	M	T	W	TH	F	S	S	M	T	W	TH	F	S	S	M	T	W	TH	F	S	S	M	T	W	TH	F	S	
1	2	3	4	5	6	7			1	2	3	4	5						1	2	1	2	3	4	5	6	7	
8	9	10	11	12	13	14	6	7	8	9	10	11	12	3	4	5	6	7	8	9	8	9	10	11	12	13	14	
15	16	17	18	19	20	21	13	14	15	16	17	18	19	10	11	12	13	14	15	16	15	16	17	18	19	20	21	
22	23	24	25	26	27	28	20	21	22	23	24	25	26	17	18	19	20	21	22	23	22	23	24	25	26	27	28	
29	30						27	28	29	30	31			24	25	26	27	28	29	30	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.





WASTE CONNECTIONS
Connect with the Future®

RECYCLE THESE ITEMS



CANS

Aluminum & Steel



PLASTIC

Bottles & Jugs
1, 2 & 5



NEWSPAPER

Clean & Dry



GLASS

Bottles & Jars



CARDBOARD

Dry & Flattened
No Food Contact



CARTONS

WHEN IN DOUBT → THROW IT OUT

NO Plastic Bags

NO Shredded Paper

NO Medical Waste

NO Food/Liquid

NO Clothing

NO Scrap Metal

NO Garden Hoses

NO Diapers

NO Styrofoam

For more information:

WasteConnections.com

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WASTE CONNECTIONS
Connect with the Future®

RECICLA ESTOS ARTÍCULOS



LATAS

Aluminio y Acero



PLÁSTICO

Botellas y Jarras
1, 2 y 5



PERIÓDICOS

Limpas y Secas



VIDRIO

Botellas y Tarros



CARTÓN

Seco y aplanado
Sin contacto con alimentos



ENVAS DE CARTÓN

SI TIENES DUDAS → TÍRALO

NO Bolsas de Plástico

NO Papel Desmenuzado

NO Deshechos Médicos

NO Comida o Líquidos

NO Ropa

NO Chatarra de Metal

NO Mangueras de jardín

NO Pañales

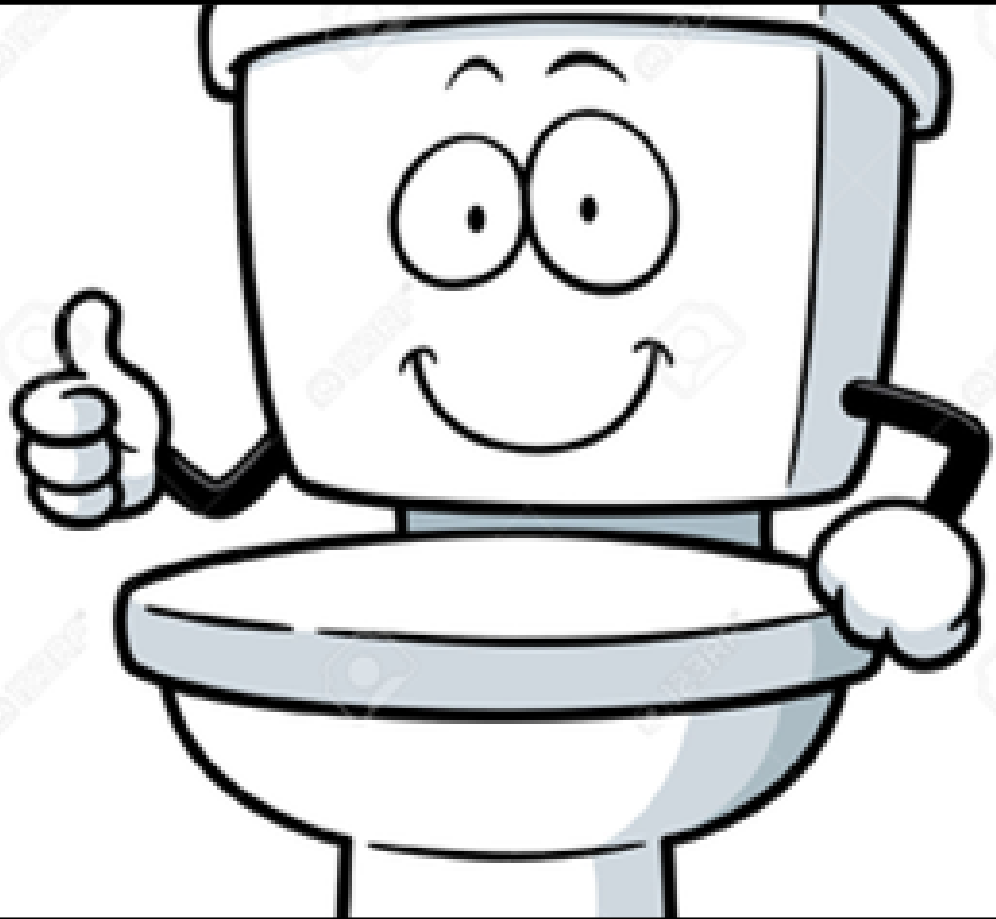
NO Espuma de Poliestireno

Para más información:

WasteConnections.com

80 22

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. 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

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!

Service or Billing ZIP/Postal Code

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.

SAMPLE WATER BILL

CUSTOMER NAME	SERVICE LOCATION	ACCOUNT NUMBER
JANE SMITH	123 MAIN STREET	123456789
DATE BILLED	CUSTOMER CATEGORY	
01/01/2015	RESIDENT	

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!

Full Name

JANE 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



Did you know?

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

My Account

Email Address:

jsmith@example.com


Password:

••••••••

Sign In

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.