

# TRAVIS COUNTY MUD No. 10

## Single Family Residential Service Application

2306 Ranch Road 620 N., Austin, TX 78734  
Office: 512-402-1990

### OFFICE USE ONLY

Account: \_\_\_\_\_ Read: \_\_\_\_\_ ☐ Driver's License Verification  
Deposit: \$250.00 Transfer Fee: \$15.00 Check Number: \_\_\_\_\_

Date Service to Begin \_\_\_\_\_ Applicant is: \_\_\_\_\_ Owner \_\_\_\_\_ Renter

Name: \_\_\_\_\_ Spouse/Roommate: \_\_\_\_\_

Service Address: \_\_\_\_\_  
Street City State Zip

Billing Address (if different): \_\_\_\_\_  
Street City State Zip

Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

E-mail: \_\_\_\_\_

In case of emergency contact:

Name	Area Code/Phone	Relationship
------	-----------------	--------------

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

### 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

## 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  
2306 RR-620 N. Austin, TX 78734  
512.402.1990

July 18, 2025

Dear Customer,

The recent rains over the past two weeks has increased the combined storage of lakes Buchanan and Travis. As a result the Lower Colorado River Authority (LCRA) is no longer in a drought response stage. However, all firm water customers, which includes Travis County MUD No.10, are required to limit irrigation to no more than twice per week, on your allowed days and only between the hours of midnight to 10am and 7pm to midnight.

See the watering schedule below to identify your days. Be sure to set your automatic irrigation systems accordingly to be in compliance.

WATERING SCHEDULE	<b>MAXIMUM TWICE PER WEEK</b> Even Addresses - Thursday and/or Sunday only Odd Addresses - Wednesday and/or Saturday only HOAs/POAs - Tuesday and/or Friday only Midnight - 10am and 7pm - Midnight
-------------------	---

History has a way of repeating itself and the water levels in our lakes have a long history of droughts. Most droughts last between 7 to 11 years. It is critical that everyone continue to practice water conservation as the next major rain or flood event could be another 7+ years away. In addition, the LCRA has contractual agreements with businesses downstream. With the new combined levels, there is a very good chance the LCRA will release water out of Lake Travis downstream in March and again in July of next year.

**We need to begin prudent conservation practices now to stretch our available water supply to ensure it lasts at least until the next large rainfall.**

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

Sincerely,

Travis County MUD No.10 Board of Directors

# Travis County MUD # 10



## REVISED 2025 Trash & Recycle Collection Schedule

### Trash Collection

The **green cart** is for Trash

Please put your normal household trash items in the green trash cart

All contents must fit inside your cart with the lid closed

Place cart 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 for collection

DO NOT put any construction material, dirt, rock, or yard waste in your cart

### Recycling 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.

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

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

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

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

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

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

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

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

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

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

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

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

#### Legend:

- Trash
- Trash & Recycle

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](http://WasteConnections.com)

10-22



WASTE CONNECTIONS  
*Connect with the Future®*

## RECICLA ESTOS ARTÍCULOS



### LATAS

Aluminio y Acero



### PLÁSTICO

Botellas y Jarras  
1, 2 y 5



### PERIÓDICOS

Limpias 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

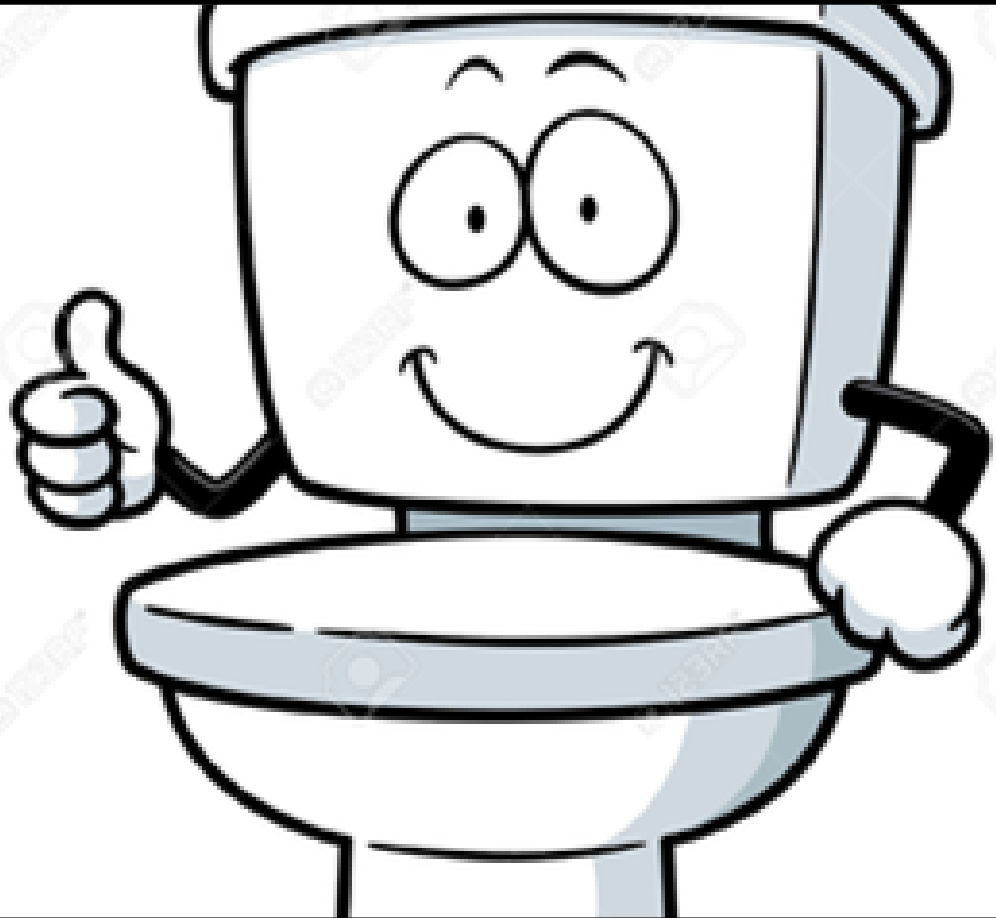
**NO** Espuma de Poliestireno

Para más información:

[WasteConnections.com](http://WasteConnections.com)

10-22

# 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

2306 RR-620 N. Austin, TX 78734  
512-402-1990

With the Badger 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 view your water usage.

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-F from 8am-4:30pm.*

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

# 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.